ANNUAL
REPORT

BRITISH
COLUMBIA

Ministry for
Children and Families

LEGISLATIVE LIBRARY OF BRITISH COLUMBIA
3 3298 00262 9807

102-01688/

Table of Contents

INTRODUCTION

Letters of Transmittal 2
The Year in Summary 5

MINISTRY OVERVIEW

Mission 7
Legislation 7
Organization 7
Total Expenditures 8
Executive / Management Structure 9

CHILD PROTECTION DIVISION

Child Protection Services 11
Adoption Services 12
Child Protection Policy and Standards 14
Aboriginal Services 16
Guardianship Policy and Standards 18
Quality Assurance 20
Child Protection Service Activity 24

POLICY DIVISION

Developmental Programs and Services 27
Public Health/School Based/Family Support Team, Child and Family 28
Community Living Services for Adults 33
Youth and Adult Services 36
Mental Health and Youth Policy 37
Addiction Services, Youth and Adult Services 46
Aboriginal Relations 47

REGIONAL OPERATIONS DIVISION

Regional Operations 50
Contract Reform Team 51
Regional Expenditures and Full Time Equivalents 53
Executive / Management Structure Total Expenditures 53

CORPORATE POLICY DIVISION

Corporate Policy 55
Data Analysis 56
Information and Records Services 57
Library/Resource Centre 58
Systems Services 59

MANAGEMENT SERVICES DIVISION

Management Services 61
Financial Services 62
Personnel Services 65
Capital and Asset Management 66
Equity and Diversity 67
Program and Management Audit 68
Staff Training and Employee Development 69

DEPUTY MINISTER'S OFFICE

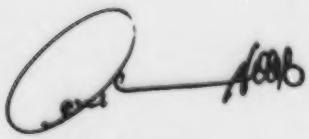
Deputy Minister's Office 73
Communications 74

LEGISLATIVE LIBRARY
VICTORIA, BC V8V ...
NOV 26 2001

Letters of Transmittal

I herewith present the Annual Report for the Ministry for Children and Families for 1999/2000.

This report outlines that ministry's activities from April 1, 1999 to March 31, 2000 and is an accurate account of achievements of the previous administration and fulfils my obligation as the current minister responsible.



Gordon Hogg
Minister

Letters of Transmittal

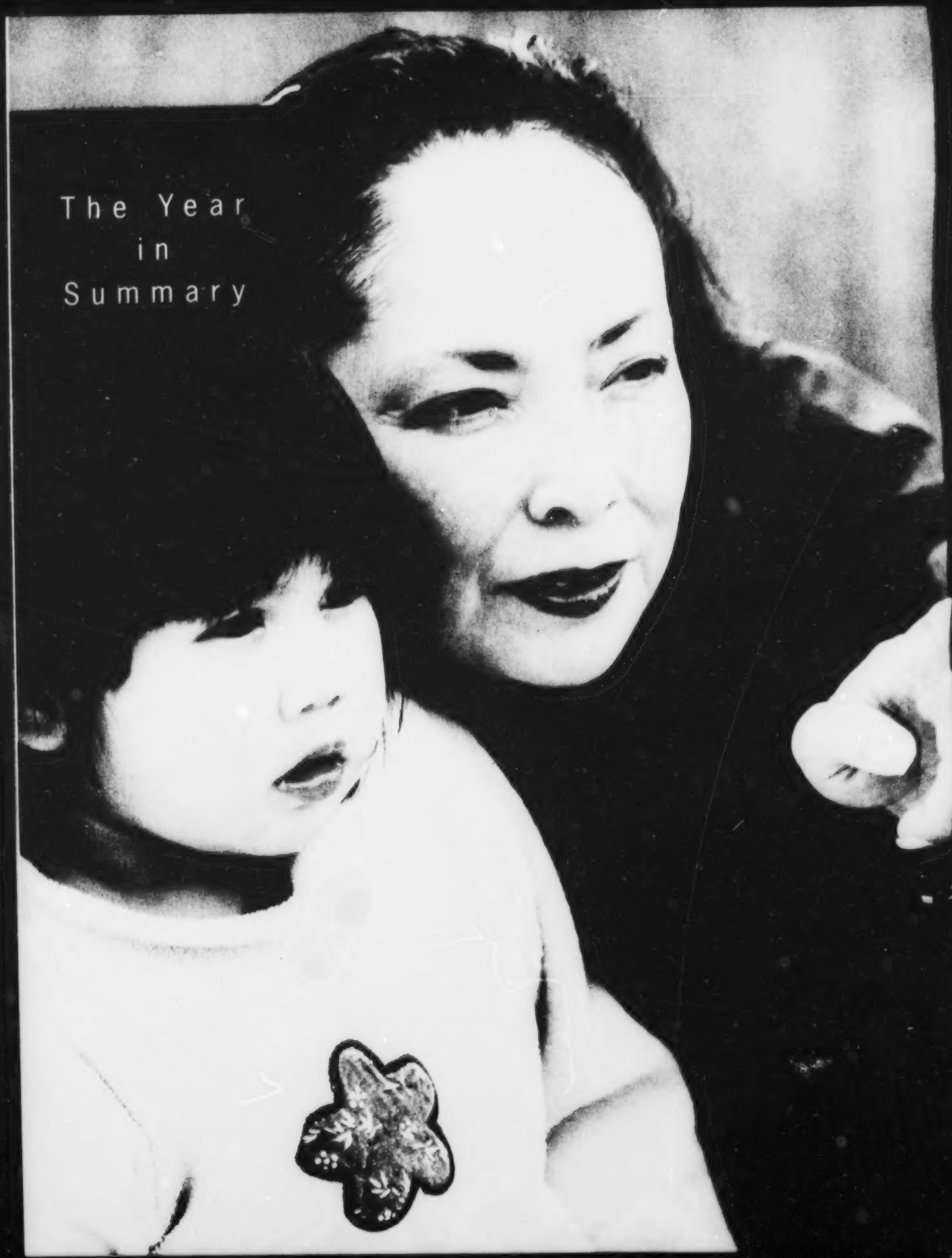
To the Honourable
Gordon Hogg
Minister

Dear Minister:

I have the honour to present the Annual Report of the Ministry for Children and Families, which details the ministry's activities from April 1, 1999 to March 31, 2000.

C. R. Haynes

Chris Haynes
Deputy Minister (Acting)


The Year
in
Summary

The Year in Summary

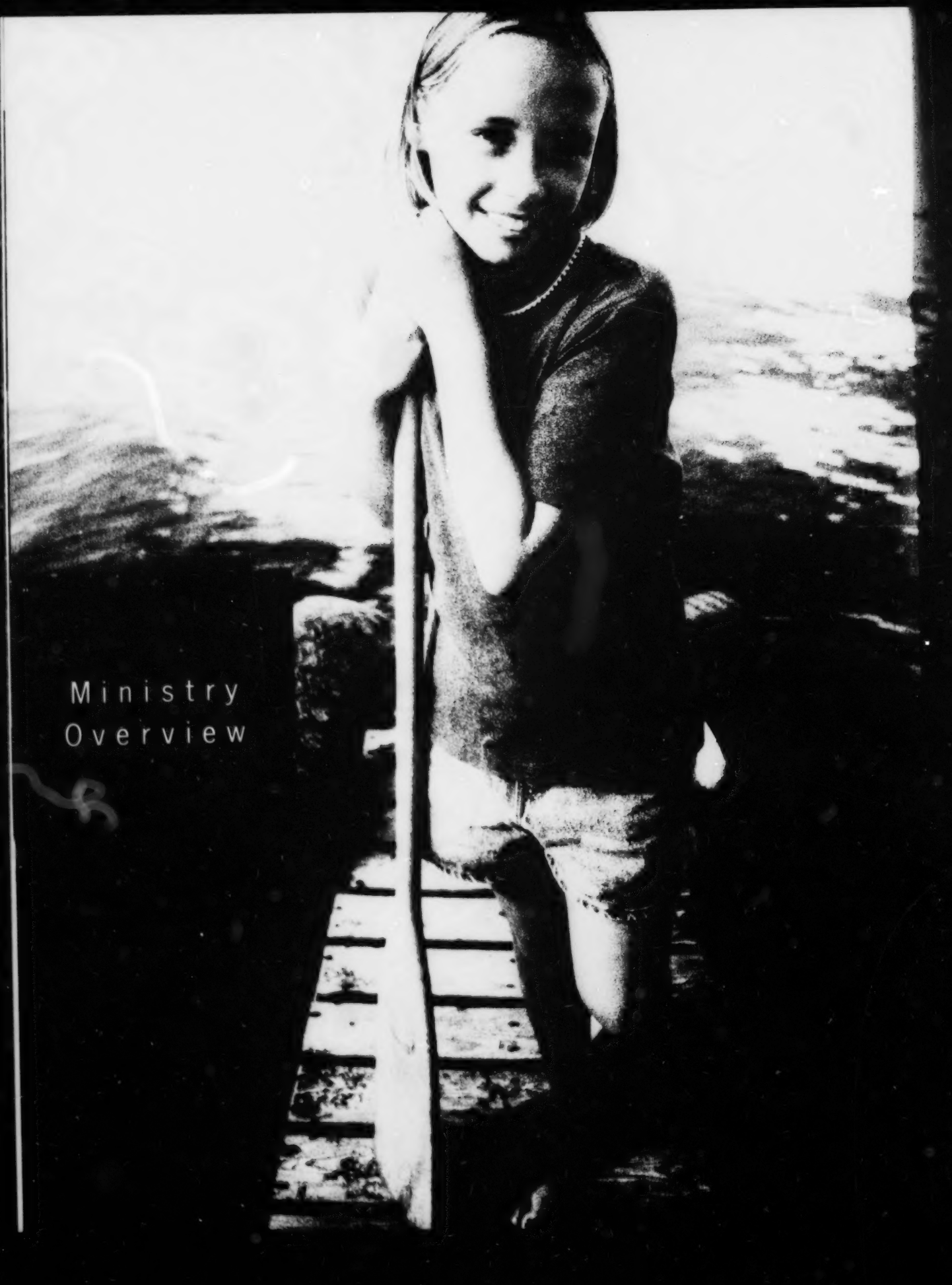
The ministry continued to promote and protect the healthy development of children and youth in many significant ways during 1999/2000:

- Provided support services to over 7,000 children and families.
- Provided developmental services to approximately 14,500 children and 7,100 families through supported child care, early intervention services, nursing support services and the At Home program.
- Reduced the youth custody population by 18 per cent in just three years by improving multidisciplinary case management and planning and identifying alternatives to custody.
- Provided more than 42,000 clients with addiction services.
- Implemented 15 new community residential treatment beds for young offenders with addiction problems, and established a combined forensic psychiatric/addictions day treatment program in Burnaby.
- Found adoptive homes for 178 children and oversaw 217 adoptions through licensed agencies.
- Provided care for approximately 9,523 children.

The ministry worked with communities in setting priorities and in developing programs.

- To this end, the ministry established a Community Living Action Committee, a sub-group of the Provincial Table. Comprising of community and government representatives, this committee worked to renew and sustain community living services. In concert with this action, the ministry appointed a Community Living advisor.
- The ministry worked toward integrated case management, a holistic approach that gives clients an active voice in assessing needs, establishing priorities, and planning, monitoring and evaluating services.
- To promote long-term success in improving youth services, the ministry, through the Youth Participation Strategy, involved youth in planning, implementing and evaluating services for their peers.

The accomplishments outlined in this report are significant and have been possible through the efficient and effective efforts of ministry staff and our community partners.



Ministry Overview

MISSION

The Ministry for Children and Families serves the people of British Columbia by ensuring a child-centered, integrated approach to service delivery. This approach promotes and protects the healthy development of children and youth while recognizing their lifelong attachment to family and community. The advice of communities and clients are integral to the work of this ministry. Quality assurance, accountability and openness are fundamental to its success.

LEGISLATION

The ministry delivers services under the following legislation:

- *Adoption Act*
- *Child, Family and Community Service Act*
- *Human Resource Facility Act*
- *Social Worker Act*
- *Correction Act (Youth)*
- *B.C. Benefits (Child Care) Act*

Other services may be provided as determined by government.

ORGANIZATION

Ministry headquarters develops policy and oversees all ministry operations. Headquarters staff provide a range of corporate services and support program delivery on a ministry-wide basis. Staff in 11 regional offices[1] around the province directly serve the public.

A Regional Executive Director heads each region managing community services, child protection, community living, contract management, quality assurance, Aboriginal services, finance and personnel.

[1]Kootenays (1), Okanagan (2), Thompson/Cariboo (3), Upper Fraser (5), South Fraser (6), Simon Fraser/Burnaby (7), Coast/North Shore (9), Central/Upper Island (10), North (4), Vancouver/Richmond (8), and Capital (11)

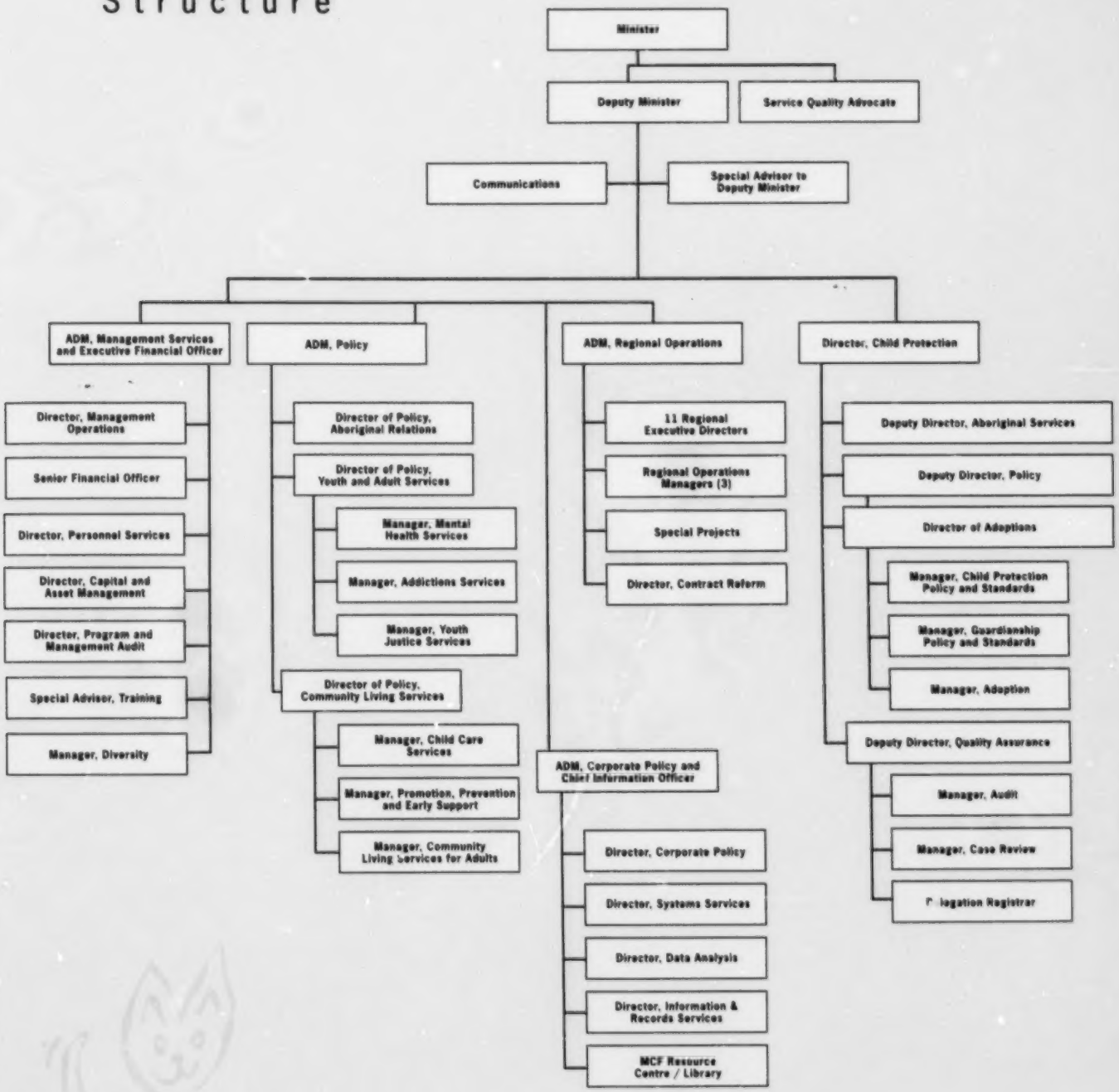
Total Expenditures

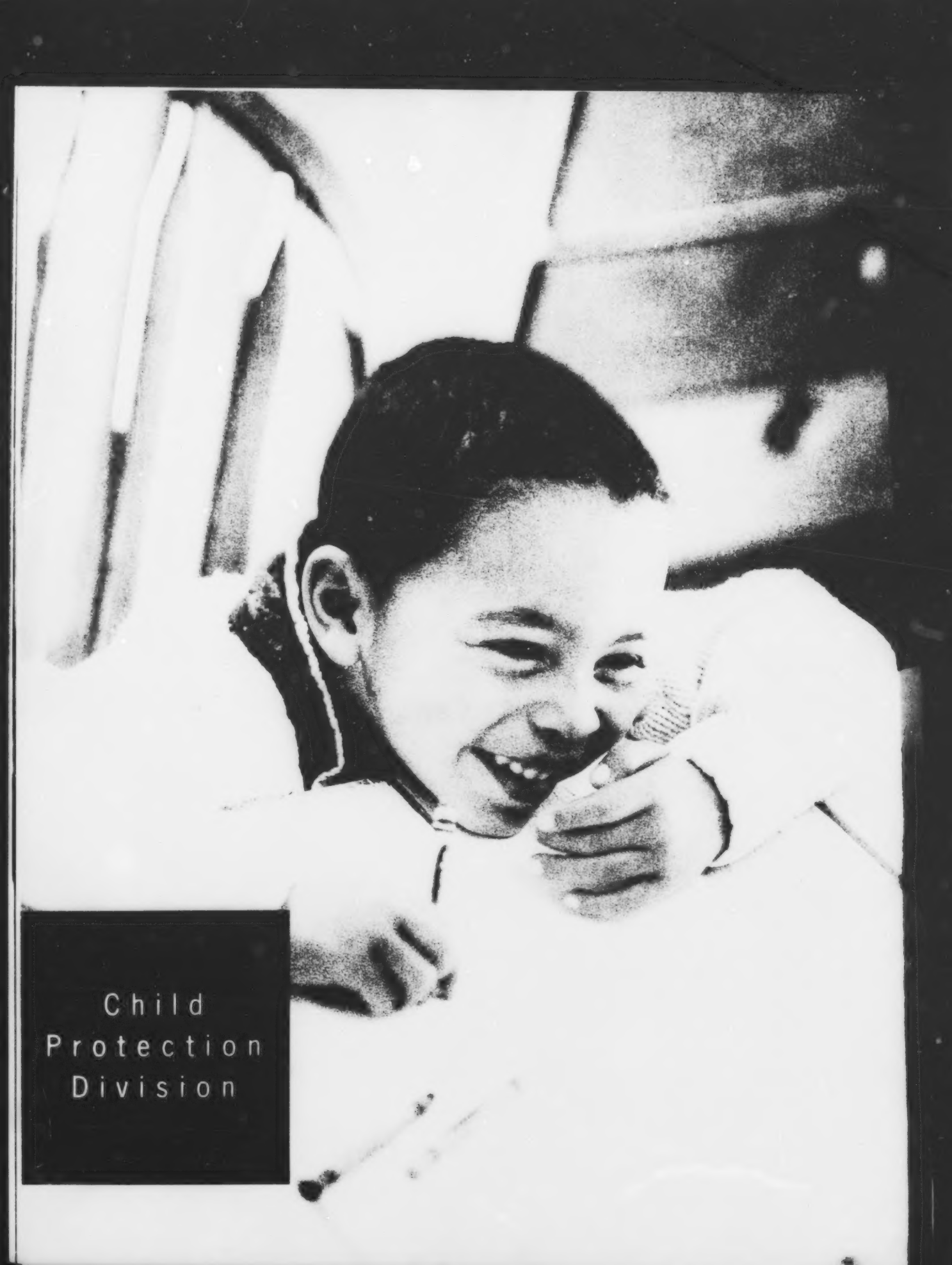
FISCAL YEAR ENDING
MARCH 31, 2000

	Total Expenditure $ Million
Minister's Office	$ 0.471
Corporate Services	58.989
Program Delivery	241.739
School Based Programs	44.772
Public Health Services	74.184
Services to Aboriginal Clients	11.650
Youth Services	16.178
Child and Youth Mental Health Services	37.151
Family Support	73.567
Adoption Programs	2.666
Youth Justice Programs	34.572
Children In Care	196.262
Addiction Services	47.372
Willow Clinic	6.259
Residential Services	276.460
Training and Support	99.636
Services to Special Needs Children	43.343
Special Needs Family Support	25.615
Children in Care (Special Needs)	27.779
Supported Child Care	31.362
Total Expenditures for Ministry for Children and Families	$ 1,350.028

Note: An additional $64.562 million was spent on programs through recoveries from external sources, particularly the federal government.

Executive/ Management Structure




Child
Protection
Division

CHILD PROTECTION DIVISION

Under the *Adoption Act* and the *Child Family and Community Service (CF&CS) Act*, this division ensures the overall quality of adoption, child protection and guardianship services and develops policies, standards and programs.

The division is also responsible for helping build the capacity of Aboriginal agencies delegated to deliver services under the *CF&CS Act*, and for ensuring the quality of Aboriginal child and family services.

Five branches or work teams carry out these responsibilities: Adoption Services, Child Protection Policy and Standards, Aboriginal Services, Guardianship Policy and Standards and Quality Assurance.

CHILD PROTECTION SERVICES

Under the legislative authority of the *Child Family and Community Service (CF&CS) Act,* the minister designates the Director of Child Protection who, in turn, delegates authority to child protection workers throughout the province.

The *CF&CS Act* specifies that anyone who believes that a child may be abused or neglected, or is for any other reason in need of protection, must report it to the director or a delegated child protection worker. To ensure the child's safety and well-being, child protection workers investigate the reports and take the most appropriate and least disruptive action. These actions may include:

- Providing or arranging support services for the family,
- Supervising the child's care in the home, or
- Protecting the child by placing her or him with relatives, a foster family or specialized residential treatment resources.

The director delegates authority to guardianship workers who provide care for children who are unable to live at home and are in the care of the director. The guardianship worker acts as the child's guardian, taking on the rights, duties and responsibilities of a parent.

Resource workers, with authority delegated by the director, approve foster homes for children who come into ministry care. When appropriate, children are matched with adoptive families. Other resources available for children and youth in care include group homes, specialized residential facilities, assessment and respite.

In fiscal year 1999/2000, approximately 200 ministry offices in 11 regions and seven licensed adoption agencies located in urban centres provided child welfare services (adoption, child protection and guardianship services).

Eighteen Aboriginal child and family service agencies provided delegated child welfare services to 108 Aboriginal communities. The provincial Child Protection division provided support to all of these services.

ADOPTION SERVICES

The Adoption Act and regulations govern all adoption services in the province. The central Adoption branch provides a range of services to ministry field offices and the seven licensed adoption agencies. These services include consultation, policy initiatives, and quality assurance. In addition, the branch funds the Adoption Reunion Registry, which offers search and reunion services to adopted adults and their birth families.

The branch monitors and licenses the non-profit adoption agencies in B.C. The Adoption branch delegates the ministry workers to provide adoption services in the province once they have completed adoption training.

The Director of Adoption monitors all adoptions, both ministry and agency, that involve countries that have signed the *Hague Convention on Protection of Children and Co-operation in Respect of Inter-Country Adoption* (April 1997). The branch provides Letters of No Objection for all international adoptions when the adoption has been confirmed compliant with all the requirements of legislation.

The branch is responsible for the operation of three registries:

- The Birth Fathers' Registry, which allows a birth father to register his interest and be notified of any adoption plan for his child in B.C.
- The Post-Adoption Openness Registry, which allows families with closed adoptions to register for an openness arrangement.

- The Post-Adoption Exchange Registry, which allows families with non-identifying openness arrangements to exchange information.

The branch also supports adopted people and their families by:

- Providing post-adoption assistance for children with special service and placement needs who are placed by the ministry into adoptive homes.
- Assisting Aboriginal people adopted in B.C. to obtain status under the federal *Indian Act*.
- Providing post-adoption services such as accessing records.
- Providing medical information, and adding information to adoption records.

HIGHLIGHTS OF ACTIVITIES IN 1999/2000

- Increased the number of adoptions of children legally in care of the ministry. A total of 178 children were placed in adoptive homes, from a total of 593 registered for adoption.

- Completed draft adoption standards and competencies.
- Completed an audit of the licensed agencies and ministry adoption offices to ensure compliance with legislation and to enhance quality assurance.
- Worked with federal authorities regarding the proposed new citizenship and immigration legislation and regulations to ensure the continued safety of children adopted outside Canada.
- Issued 244 Letters of No Objection to the federal government to support British Columbians adopting from other countries.
- Approved six adoptions involving countries that have ratified the *Hague Convention on the Protection of Children.*
- Oversaw 217 adoption placements through the licensed agencies.
- Facilitated 469 exchanges of letters, photos and gifts through the Post-Adoption Exchange Registry.
- Facilitated five matches on the Post-Adoption Openness Registry.

- Arranged 186 reunions through the Adoption Reunion Registry.
- Provided *assisted adoption* for 41 families.
- Increased the number of prospective adoptive families available for children who have significant special needs from 73 to 143.

FUTURE WORK

- Implement new adoption training for adoption social workers. This is under development and planned for early in 2001.
- Hire 11 new adoption workers, one for each region, to enable more children to be adopted in a timely way.
- Develop and distribute adoption brochures to provide the public with information regarding adoption.
- Implement a provincial adoption awareness and recruitment media campaign.
- Implement new standards of practice for adoption.
- Expand quality assurance activities by developing an adoption audit program.
- Negotiate a three-year business plan with the Adoptive Family Association and the Society of Special Needs Adoptive Parents.

CHILD PROTECTION POLICY AND STANDARDS

The Child Protection Policy and Standards branch has responsibility to:

- Develop child protection policy and standards.
- Support child protection practice.
- Support child protection mediation services to resolve differences between the Director of Child Protection and family members, to meet a child's individual needs.
- Develop regional hospital-based Suspected Child Abuse and Neglect Teams to provide province-wide medical diagnosis and treatment on complex child abuse and neglect cases.
- Develop, implement, and evaluate the B.C. Risk Assessment Model that assesses the safety needs of children.
- Develop and co-ordinate the ministry's Child Protection Consultant program.
- Establish a team of child protection workers and supervisors who will be available for quick deployment in communities coping with unforeseeable increases or changes in child welfare activity.
- Propose legislative amendments to the *Child, Family and Community Service Act* to ensure it is relevant and continues to protect children.
- Produce practice guidelines on emerging issues to support staff.

HIGHLIGHTS OF ACTIVITIES IN 1999/2000

- Amended the *Child, Family and Community Service (CF&CS) Act* by:
  - > Creating a new youth section, including a provision authorizing the director to enter into support agreements with youth;
  - > Strengthening existing provisions to better protect children at risk of sexual exploitation.
- Prepared ministry staff for implementation of the amended legislation which came into force on December 3, 1999 by:
  - > Producing and distributing a new consolidation of the *CF&CS Act*; and
  - > Revising existing publications and producing new information packages for social work staff and others that describe changes in legislation and corresponding policy and practice.
- Expanded the provincial Suspected Child Abuse and Neglect Unit (SCAN) initiative to the Fraser Valley Surrey Memorial Hospital. SCAN teams are now operational at B.C. Children's Hospital in Vancouver, on Vancouver Island, and in the Fraser Valley.

- Completed child protection protocols with the Ministry of Education and police agencies.
- Entered into protocols for information sharing on child protection matters with the Insurance Corporation of British Columbia and the B.C. Medical Services Plan.
- Produced *Practice Guidelines for Managing Critical Health Care* decisions for medically fragile children receiving services under the *CF&CS Act.*
- Undertook consultation and research on whether B.C. should develop secure care services for service-resistant children at risk of serious harm.
- Developed a guide and resource list for caregivers and service providers working with children with fetal alcohol syndrome/fetal alcohol effect who are receiving services under the *CF&CS Act.*

FUTURE WORK

- Establish a Suspected Child Abuse and Neglect team in Prince George to serve the needs of northern B.C.
- Produce and distribute guidelines for social work staff on child protection topics such as assessing risk to children in the home when a sexual offender returns to the home.
- Review and revise the former Ministry of Social Services child protection policy manual to better reflect Ministry for Children and Families priorities, standards and policies.
- Pilot a new case documentation system for protective family service cases. The pilot will be reviewed and plans made for provincial implementation later in the fiscal year.
- Develop legislation for secure care and treatment.
- Develop practice guidelines for child protection in cases where there is violence against women and children.
- Develop practice guidelines for responding to child protection reports in custody and access disputes.
- Continue development of the Child Protection Consultant Program.

ABORIGINAL SERVICES

Aboriginal peoples in British Columbia have a unique history. The Ministry for Children and Families is committed to returning the responsibility for Aboriginal child and family services to Aboriginal communities. The Aboriginal Services branch supports this objective by encouraging the development of Delegation Enabling Agreements with Aboriginal communities.

The branch assists Aboriginal communities in the development of their capacity to deliver child protection services, and assists delegated Aboriginal Child and Family Service Agencies to meet the requirements of the *Child, Family and Community Service (CF&CS) Act.* Aboriginal Services develops and measures compliance with Aboriginal (culturally-appropriate) operational and practice standards and readiness criteria standards as delegated Aboriginal agencies assume greater responsibility for children's safety and well-being.

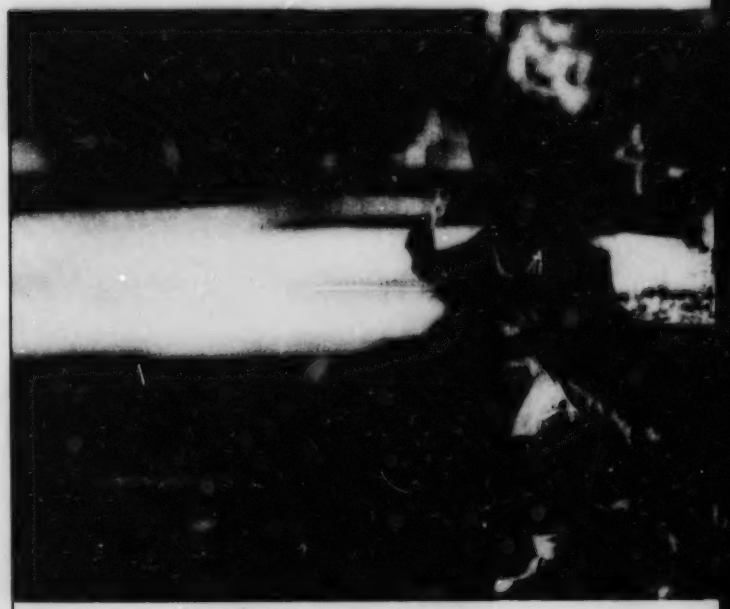
The branch supports capacity-building through its case consultation policy and by funding and supporting its Aboriginal Agency Directors Forum and Aboriginal Foster Parent Association.

HIGHLIGHTS OF ACTIVITIES IN 1999/2000

- Began implementation of the *Strategic Plan for Aboriginal Services* that encourages and supports Aboriginal communities in their design and delivery of services under the *CF&CS Act.*
- Completed the *Aboriginal Operational and Practice Standards and Indicators*, in partnership with Aboriginal Child and Family Service Agencies (ACFSAs) and Indian and Northern Affairs Canada.
- Continued to support the delegation of responsibility to Aboriginal peoples under the *CF&CS Act.* As of March 31, 2000, 18 Aboriginal child and family services agencies were providing delegated services to 108 Aboriginal communities in B.C.
  - Signed five new Delegation Enabling Agreements in 1999/2000. These agencies are currently preparing for operations and will be providing services to 26 communities.
  - Four Aboriginal agencies deliver Voluntary Services and foster home resource development to 18 Aboriginal communities.
  - Three Aboriginal agencies deliver Guardianship, voluntary services and foster home development services to 11 Aboriginal communities.
  - Six Aboriginal agencies deliver the full range of child protection services to 53 communities.

An additional three agencies, one Métis, one urban and one First Nation are in the planning phase of the delegation process. Completion of this work will result in a total of 122 Aboriginal communities in the province being served by delegated agencies.

- Assisted with the establishment and funding of a First Nations Child and Family Service Agency Directors Association which supports further capacity development with 18 Aboriginal child and family service agencies through the Caring for First Nations Children Society.
- Continued developing, modifying and supporting the implementation of the Aboriginal Social Worker Training program.
- Continued planning for the development of a culturally appropriate risk assessment model.
- Approved 27 requests for Aboriginal children in care to be placed for adoption with non-Aboriginal families.
- Assisted with the establishment of the Federation of Aboriginal Foster Parents Association, in partnership with the B.C. Federation of Foster Parents Association.
- Funded two utilization management initiatives to facilitate the movement of Aboriginal children out of the care of the director into permanent homes: Nuu-Chah-Nulth Community and Human Services, Vancouver Aboriginal Child and Family Service Society.
- Each Aboriginal child and family services agency has designated a representative to respond to complaints about service provision and alleged breaches to the rights of children in care.



FUTURE WORK

- Continue to support the capacity of Aboriginal child and family service agencies to meet the needs of their communities.
- Provide training for employees of Aboriginal agencies through the Aboriginal Social Work Training Project, and co-ordinate the delivery of training on the client complaints process for designates of Aboriginal agencies.
- Continue working with directors of Aboriginal child and family service agencies to:
  - > Establish agency training initiatives that include supervisory, advanced investigative interviewing for delegated workers, and training for administrative support.
  - > Develop and deliver the Aboriginal child and family service agencies board development training.
- Develop training program for Aboriginal foster parents.

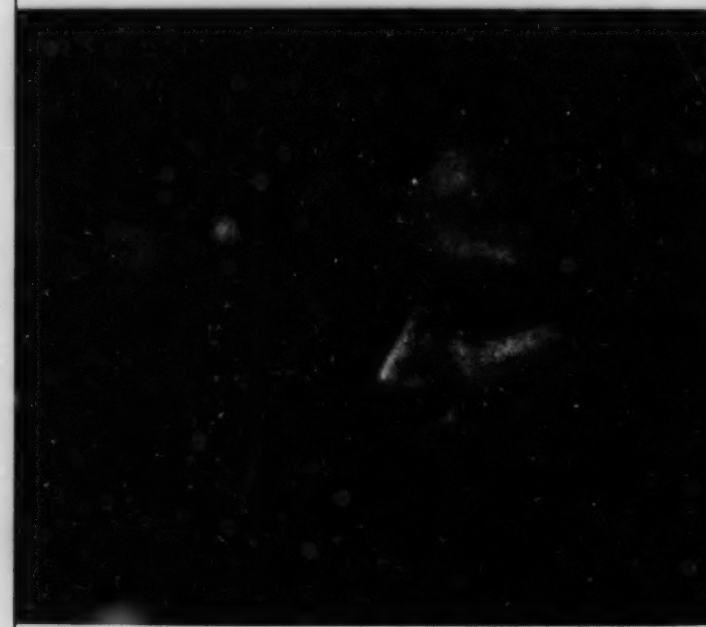
- Continue work with directors of Aboriginal child and family service agencies to develop an Aboriginal risk assessment model.
- Enhance quality assurance in First Nations child and family service agencies by developing an Aboriginal audit and review process based upon the *Aboriginal Operational and Practice Standards*, and establish a schedule for completing audits of Aboriginal child and family service agencies.
- Develop practice bulletins that will assist all ministry intake workers to clarify the roles and responsibilities of ministry staff when sharing information between ministry and Aboriginal child and family service agencies and other First Nations and Aboriginal communities.
- Support the enhancement of the ministry's information gathering systems to properly identify Aboriginal children being served by the ministry.
- Establish the delivery of two youth service agreements projects, and develop a schedule for Youth Agreements service delivery with the remaining agencies.
- Assist and support the development of protocols between Aboriginal child and family service agencies and the:
  - > Children's Commission,
  - > Child, Youth and Family Advocate,
  - > Ministry for Children and Families' regions.

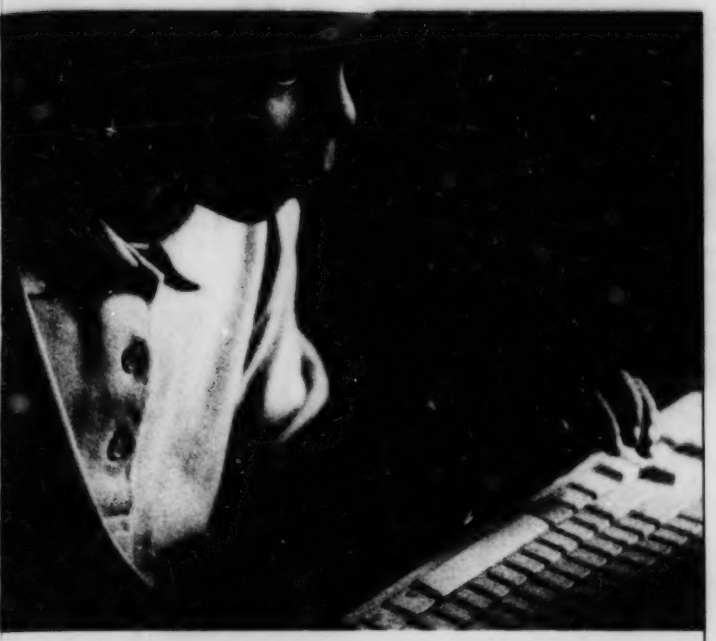
GUARDIANSHIP POLICY AND STANDARDS

Under the *Child, Family and Community Service Act*, children may come into the director's care if they need protection, or on a voluntary basis if their families need support. While a child is in care, the ministry acts as guardian and has the responsibility for all the child's needs. Guardianship responsibilities include developing plans for children in care, supervising their day to day care and providing residential care in foster and group homes and specialized resources.

The branch sets policy and standards for:

- > Residential services for children and youth in care, including foster homes and specialized resources, and
- > Ministry staff who carry out guardianship responsibilities.





HIGHLIGHTS OF ACTIVITIES IN 1999/2000

- Implemented the first phase of the British Columbia Foster Education program with the involvement of the British Columbia Federation of Foster Parent Associations (BCFFPA), and the community college system. All foster parents are required to complete 53 hours of standardized curriculum based on knowledge and skill development. Training is provided at 20 colleges located across the province.
- Revised and distributed the Pre-Service Orientation curriculum.
- Implemented the *After Hours* line which operates on a 24-hour basis providing foster parents with urgent consultation and emergency services beyond office hours.
- Distributed the *Guardianship Bulletin*, highlighting best practices and guardianship initiatives.
- Implemented the internationally recognized model *Looking After Children*, which is a comprehensive plan of care.
- Distributed the *Guardianship Model* pamphlet to caregivers, ministry staff and other ministry providers.
- Created and distributed new *Practice Standards for Guardianship*.
- Implemented a foster family recruitment initiative targeting multicultural and Aboriginal families and families with special child caring skills.
- Revised the booklet *Rights of Youth in Care* that is distributed to all youth in care of the ministry who are age 12 and over.
- Revised the *Protocols for Foster Homes* in co-operation with the BCFFPA.

FUTURE WORK

- Complete a technical review of the Family Care Home Model and implement initiatives to improve and clarify the system of payments to foster families.
- In partnership with the BCFFPA, implement an improved Family Care Home Agreement.
- Complete and distribute the revised *Rights of Youth in Care* video.
- Develop a policy framework for specialized residential services.
- Develop a strategic plan for youth in care to better prepare them for, and support them with, independent living.
- Revise the ministry's policy for independent living to make it consistent with the Youth Agreements policy.
- Develop and implement a smoke-free environment policy for all residences where children in care live.
- Develop and distribute the *Rights of Children in Care* colouring book
- Provide training on the *Looking After Children* model for all social workers, caregivers and service providers.

QUALITY ASSURANCE

To ensure that the ministry's child protection services are consistent with the requirements of the *Child, Family and Community Service Act* and with the ministry's policy and practice standards, this branch has three teams: Delegation, Audit and Case Review.

DELEGATION

The Delegation unit ensures that child welfare workers are qualified and competent to carry out the duties and functions the Director of Child Protection delegates to them under the *Child, Family and Community Service Act*.

To receive delegated authority, ministry and First Nations child welfare workers must:

- Have the required educational qualifications.
- Complete specialized training.
- Complete a period of supervised field practice.
- Achieve a score of at least 80 per cent in a written delegation exam.

HIGHLIGHTS OF ACTIVITIES IN 1999/2000

- Developed competencies for guardianship workers, adoption workers and special program officer assistants.
- Developed competencies for workers who provide services to youth under youth agreements and for workers employed by Aboriginal child and family service agencies.
- Delivered two professional development seminars for ministry staff in four locations on the subjects of returning sexual offending adults to their home communities, and working with traumatized children. These professional development seminars will continue to be offered through the next year.
- Conducted delegation testing for participants in the Child Protection Pre-Employment Training Program.
- Developed a comprehensive package to be used when recruiting, selecting, training and supervising social program officer assistants.

FUTURE WORK

- Develop and publish a delegation handbook.
- Develop senior practitioner and child protection supervisor competencies.
- Further develop delegation tests for guardianship workers, resource workers and adoption workers, workers employed by Aboriginal child and family service agencies and for participants in the Child Protection Pre-Employment Training Program.

AUDIT

The Audit unit monitors case practice in ministry offices providing adoption, child protection, guardianship and voluntary family support services, to ensure compliance with the *Child, Family and Community Service Act*, policy and standards and the *Adoption Act* and regulations. Practice audits review a sample of cases in each office to ensure the provision of high quality services, confirm good practice and recommend improvements where practice needs to be strengthened. The audit unit tracks and monitors recommendations arising from audits.

HIGHLIGHTS OF ACTIVITIES IN 1999/2000

- Developed an audit tool to measure compliance to Staffed Children's Residential Resources Standards (SCRS) and pilot tested it at two sites. The tool is undergoing final revisions.
- Began a revision of the computer-based Case Audit Tool (CAT) used to conduct audits of child protection, guardianship and voluntary family support services. The revised tool will be more user-friendly. It will incorporate a number of improvements to make more effective use of ministry computer technology. The improved functions will include the capacity to conduct advanced data analysis.
- Audit a total of 35 offices.
- Offices achieved an overall compliance for Child Protection practice of 82.39 per cent.

FUTURE WORK

- Conduct up to 40 case practice audits and ten SCRS audits during the next fiscal year.
- Begin auditing compliance to the *Guardianship Practice Standards* in November 2000.
- Develop audit tools for foster home, adoption and Youth Agreement standards.

CASE REVIEW

When there are serious incidents, concerns, or complaints that suggest the ministry may not have provided adequate services to protect or care for children, the Director of Child Protection and the Deputy Director of Quality Assurance conduct case reviews as required by Section 93(3)(a) of the *Child, Family and Community Service Act*. There are three levels of case reviews: initial, deputy director, and director.

When foster parents disagree with a ministry decision that results from a review of their care of children, they can request a review of the original decision. Beginning in 2000, the director will provide this additional review function.

HIGHLIGHTS OF ACTIVITIES IN 1999/2000

- Conducted 609 case reviews to ensure provision of an adequate standard of service.
- Completed 28 deputy director's reviews and 13 director's case reviews.

AFTER HOURS AND THE *HELPLINE FOR CHILDREN*

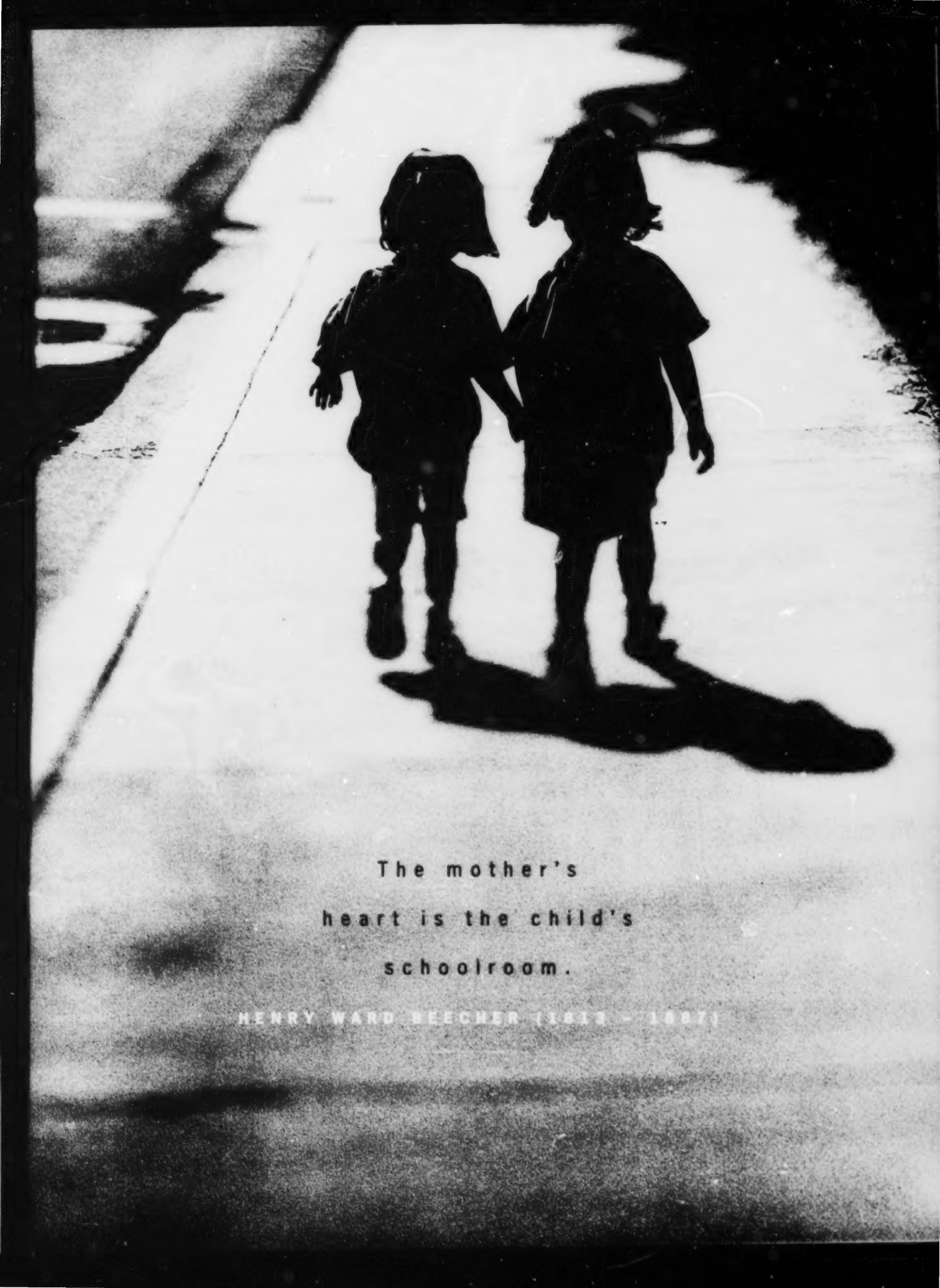
The ministry operates an *After Hours* service and a *Helpline for Children* that anyone can call to report suspected child abuse or neglect.

The *Helpline* is located at the provincial *After Hours* office in Vancouver.

HIGHLIGHTS OF ACTIVITIES IN 1999/2000

After Hours responded to 107,395 calls. The *Helpline for Children* received 23,179 of these calls. Of all calls to *After Hours*, 66,594 concerned child welfare and of these, 49,084 required investigation by *After Hours* staff and/or further action and follow-up by daytime field staff.

- Guardianship services responded to 30,273 calls.
- A total of 7,760 calls were requests for support services.
- 20,692 calls reported concerns about children in need of protection.


The mother's
heart is the child's
schoolroom.
HENRY WARD BEECHER (1813 - 1887)

M121

IMPORTANT NOTE CONCERNING THE FOLLOWING PAGES

THE PAGES WHICH FOLLOW HAVE BEEN FILMED TWICE IN ORDER TO OBTAIN THE BEST REPRODUCTIVE QUALITY

USERS SHOULD CONSULT ALL THE PAGES REPRODUCED ON THE FICHE IN ORDER TO OBTAIN A COMPLETE READING OF THE TEXT.

REMARQUE IMPORTANTE CONCERNANT LES PAGES QUI SUIVENT

LES PAGES SUIVANTES ONT ÉTÉ REPRODUITES EN DOUBLE AFIN D'AMÉLIORER LA QUALITÉ DE REPRODUCTION

LES UTILISATEURS DOIVENT CONSULTER TOUTES LES PAGES REPRODUITES SUR LA FICHE AFIN D'OBTENIR LA LECTURE DU TEXTE INTÉGRAL

micromedia
a division of IHS Canada

20 Victoria Street
Toronto, Ontario M5C 2N8
Tel.: (416) 362-5211
Toll Free: 1-800-387-2689
Fax: (416) 362-6161
Email: info@micromedia.on.ca

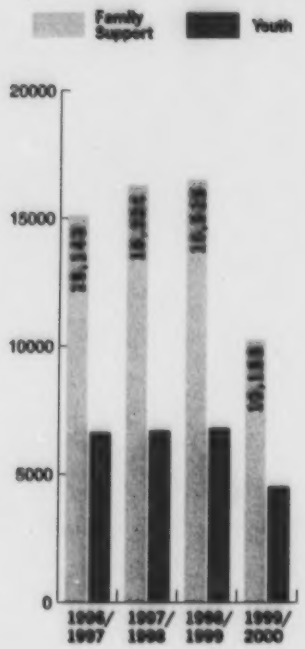
CHILD PROTECTION – SERVICE ACTIVITY

FAMILY SUPPORT SERVICES – VOLUNTARY REQUESTS FOR SERVICES

When experiencing difficulties, families can ask for help before their problems develop into protection concerns. Many of these requests involve services oriented to youth.

- In 1999/2000, the ministry received 14,533 requests – a decrease of 17.7 per cent over the previous year.
- Requests for family support service made up 70 per cent (10,183) of the total while the remaining 30 per cent (4,350) were for services for youth.

VOLUNTARY REQUESTS FOR SERVICES 1996/97 – 1999/2000



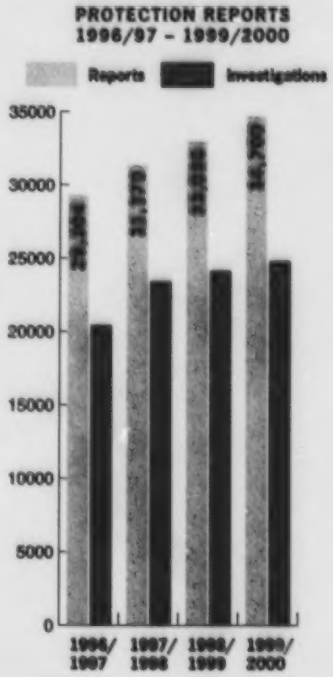
CHILD PROTECTION – PROTECTION REPORTS

Under the *Child, Family and Community Service Act*, anyone who believes that a child may be in need of protection is required to report such concerns to the ministry. Each report is assessed to determine if a child protection investigation is warranted.

PROTECTION REPORTS

- In 1999/2000, the ministry received 34,700 reports about children in need of protection – an increase of 5 per cent over the previous year.
- Most calls (58.1 per cent) came from professionals and service providers who were in contact with the family or subject child.
- The subject child, the immediate family and other relatives were the source of 21.4 per cent of calls.
- Concerned citizens, neighbours and friends made 17.3 per cent of calls, while 3.1 per cent were received from anonymous sources.

PROTECTION REPORTS 1996/97 – 1999/2000



CHILD PROTECTION – COURT ORDERED SUPERVISION

Court ordered supervision allows the ministry to protect children in their family homes.

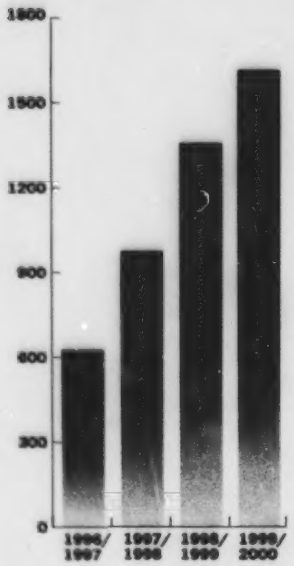
- On March 31, 2000, 1,632 children were under supervision – an increase of 20 per cent over the previous year.
- Of these children, 309 (19 per cent) were under supervision without removal from their families.
- The remainder had been in ministry care and returned home with specific terms and conditions in place to ensure their safety.

CHILDREN IN CARE – OVERVIEW

The child in care program provides substitute parenting for children who are unable to live with their own families.

- On March 31, 2000 there were 9,523 children in the ministry's care – a decrease of 290 (3 per cent) over the previous year.
- Older children (aged 13 to 18) continued to form the largest group in care; 4,290 accounted for 45.1 per cent of the total.
- 3,078 children (32.3 per cent) were of Aboriginal background.
- On March 31, 2000 there were an additional 464 children in care of delegated Aboroginal agencies – an increase of 118 (34 per cent) over the previous year. All were of Aboroginal background.

CHILDREN UNDER SUPERVISION



CHILDREN IN CARE – DISCHARGES

The ministry makes every effort to support families and to achieve the earliest possible return home for children in care while ensuring their safety and health needs are met.

During the year 6,204 children left care:

- 36 per cent of those children left care within three months.
- 50.6 per cent left care within six months.
- 70.3 per cent left care within one year.

MULTIPLE MEASURES	1993/94	1994/95	1995/96	1996/97	1997/98	1998/99	1999/2000
Voluntary Request for Service							
Family Support	15,143	16,324	16,535	14,785	14,616	12,539	10,183
Youth	6,630	6,695	6,803	5,884	5,062	5,124	4,350
Protection Reports	27,415	28,981	30,253	29,304	31,378	33,036	34,700
Investigations Completed during Year	18,460	20,260	21,497	20,431	23,425	24,136	24,321
Children Under Supervision	239	340	523	627	975	1,355	1,632
Children Under Supervision by Delegated Agencies	0	0	0	4	13	43	42
Children in Care (March Year End)	6,200	6,723	7,278	8,232	9,366	9,813	9,523
CICs delegated to Aboriginal Agencies (March Year End)	0	0	0	101	119	346	464
MCF + Del Abor CICs	6,200	6,723	7,278	8,333	9,485	10,159	9,987

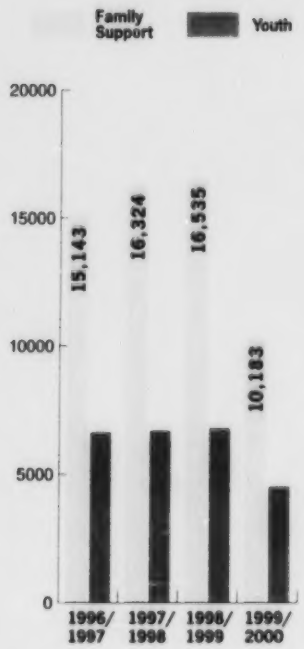
CHILD PROTECTION – SERVICE ACTIVITY

FAMILY SUPPORT SERVICES – VOLUNTARY REQUESTS FOR SERVICES

When experiencing difficulties, families can ask for help before their problems develop into protection concerns. Many of these requests involve services oriented to youth.

- In 1999/2000, the ministry received 14,533 requests – a decrease of 17.7 per cent over the previous year.
- Requests for family support service made up 70 per cent (10,183) of the total while the remaining 30 per cent (4,350) were for services for youth.

VOLUNTARY REQUESTS FOR SERVICES 1996/97 – 1999/2000



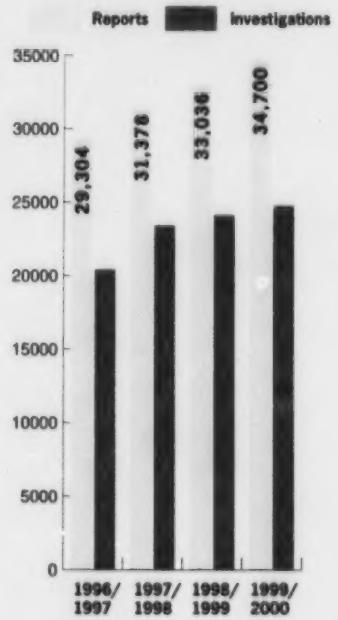
CHILD PROTECTION – PROTECTION REPORTS

Under the *Child, Family and Community Service Act,* anyone who believes that a child may be in need of protection is required to report such concerns to the ministry. Each report is assessed to determine if a child protection investigation is warranted.

PROTECTION REPORTS

- In 1999/2000, the ministry received 34,700 reports about children in need of protection – an increase of 5 per cent over the previous year.
- Most calls (58.1 per cent) came from professionals and service providers who were in contact with the family or subject child.
- The subject child, the immediate family and other relatives were the source of 21.4 per cent of calls.
- Concerned citizens, neighbours and friends made 17.3 per cent of calls, while 3.1 per cent were received from anonymous sources.

PROTECTION REPORTS 1996/97 – 1999/2000



CHILD PROTECTION – COURT ORDERED SUPERVISION

Court ordered supervision allows the ministry to protect children in their family homes.

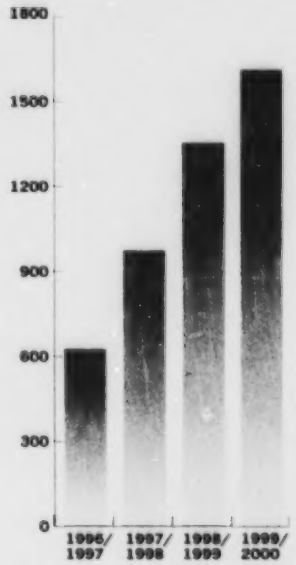
- On March 31, 2000, 1,632 children were under supervision – an increase of 20 per cent over the previous year.
- Of these children, 309 (19 per cent) were under supervision without removal from their families.
- The remainder had been in ministry care and returned home with specific terms and conditions in place to ensure their safety.

CHILDREN IN CARE – OVERVIEW

The child in care program provides substitute parenting for children who are unable to live with their own families.

- On March 31, 2000 there were 9,523 children in the ministry's care – a decrease of 290 (3 per cent) over the previous year.
- Older children (aged 13 to 18) continued to form the largest group in care; 4,290 accounted for 45.1 per cent of the total.
- 3,078 children (32.3 per cent) were of Aboriginal background.
- On March 31, 2000 there were an additional 464 children in care of delegated Aboroginal agencies – an increase of 118 (34 per cent) over the previous year. All were of Aboroginal background.

CHILDREN UNDER SUPERVISION



CHILDREN IN CARE – DISCHARGES

The ministry makes every effort to support families and to achieve the earliest possible return home for children in care while ensuring their safety and health needs are met.

During the year 6,204 children left care:

- 36 per cent of those children left care within three months.
- 50.6 per cent left care within six months.
- 70.3 per cent left care within one year.

MULTIPLE MEASURES

	1993/94	1994/95	1995/96	1996/97	1997/98	1998/99	1999/2000
Voluntary Request for Service							
Family Support	15,143	16,324	16,535	14,785	14,616	12,539	10,183
Youth	6,630	6,695	6,803	5,884	5,062	5,124	4,350
Protection Reports	27,415	28,981	30,253	29,304	31,378	33,036	34,700
Investigations Completed during Year	18,460	20,260	21,497	20,431	23,425	24,136	24,321
Children Under Supervision	239	340	523	627	975	1,355	1,632
Children Under Supervision by Delegated Agencies	0	0	0	4	13	43	42
Children in Care (March Year End)	6,200	6,723	7,278	8,232	9,366	9,813	9,523
CICs delegated to Aboriginal Agencies (March Year End)	0	0	0	101	119	346	464
MCF + Del Abor CICs	6,200	6,723	7,278	8,333	9,485	10,159	9,987

Policy
Division

POLICY DIVISION

The Policy division supports children and youth with special needs, and their families, to help them realize their lifetime opportunities. The family-centered programs provide parents with as much choice as possible.

DEVELOPMENTAL PROGRAMS AND SERVICES

Behavioural Support for Children with Autism provides specialized consultation on issues such as child-specific training, behavioural techniques and behaviour management planning.

Early Intervention provides a network of services for children and youth with special needs and their families, including physiotherapy, occupational therapy, speech and language therapy and family support.

Infant Development provides home-based services to infants up to age three who have, or are at risk of, developmental delay, and their families.

School-Aged Therapy Services provides school-based occupational and physical therapy services to school-aged children with special needs.

Supported Child Care provides consultation, training and extra supports to enable children with special needs to participate in pre-school and child care settings in the community.

Summer Program for the Deaf/Blind supports deaf/blind students to maintain skills gained during the school year.

SUPPORT SERVICES

Associate Family Services – a trained family works in partnership with birth parents to provide care for children with multiple disabilities, in the trained family home.

At Home Program – financial support to families caring for children with severe disabilities at home.

Homemaker/Home Support Workers – household management or care for children while parents are temporarily absent.

Nursing Support – professional services to support in-home care.

Child and Youth Care Workers – support children to learn social and life skills, and/or support families to learn parenting skills.

Parent Support for Families – a range of community-based services including parent support groups, parent skills training, counselling, life skills and organized activities.

Professional Support for Children with Special Needs Program - enhances and supports community integration opportunities for children with special needs and their families.

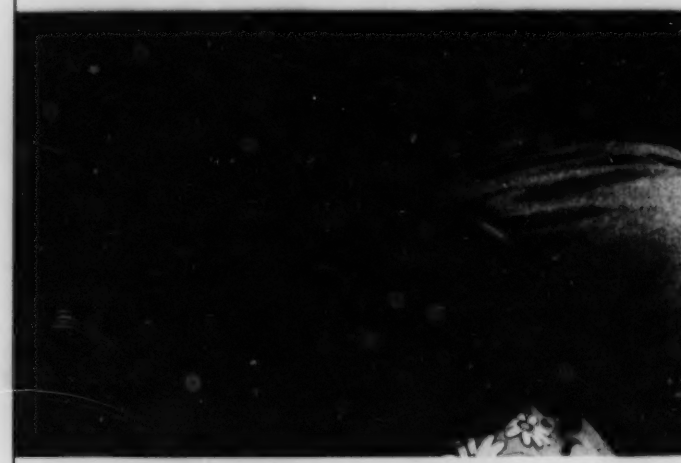
Respite Services – offer families an interval of rest and relief from daily care of children with special needs.

HIGHLIGHTS OF ACTIVITIES IN 1999-2000

- Completed public consultation and data collection for the policy review of programs and services for children and youth with special needs and began developing a draft policy framework.
- Released the *Autism Action Plan* that co-ordinates the work of the Ministries of Health, Education and Children and Families pertaining to the provision of services to children with autism and autism spectrum disorder.
- Released the interim Supported Child Care policy and developed and delivered training for ministry staff and service agencies.
- Provincial resource team provided support to regional staff and supported childcare agencies and other community agencies to assist regions in completing the transition to supported childcare.
- Delivered supported child care partnership-training programs to service providers, parents and ministry staff throughout the province.
- Implemented recommendations from the audit report of the Infant Development Program.
- Provided support services to approximately 7,100 children and families.
- Provided developmental services to approximately 14,500 children and 7,100 families, including:
  - Supported child care – approximately 6,000 clients.
  - Early intervention services – approximately 7,000 pre-school children.
  - Nursing support services – approximately 1,000 clients.
  - At Home Program – 2,500 clients.

FUTURE WORK

- Start public consultation on the draft policy framework and finalize the policy framework.
- Begin implementation activities of the special needs policy framework.
- Review program policies in the context of the special needs policy framework, including the At Home Program and Nursing support services.
- Implement a policy on management of waitlists for special needs services delivered through the ministry's community living children's offices.
- Implement short-term deliverables of the *Autism Action Plan*.
- Implement the final Supported Child Care policy.



PUBLIC HEALTH/SCHOOL BASED/FAMILY SUPPORT TEAM, CHILD AND FAMILY

School based programs are delivered throughout the province in partnership with school districts, and emphasize promotion, prevention and early supports that enable students to fully participate in their educational program. Examples of these programs are:

- Social equity funding, which provides resources to school districts for school meals, inner city school programs, and early academic intervention,

to enable children and youth to fully participate in their education program.

- Community Schools, which provide programs, services, events and opportunities for the community and school in partnership to meet student, family and community needs and provide lifelong learning.
- Healthy Schools enhance the development of school-aged children and youth by involving students, the educational community and community service providers in a process for creating a shared vision for their school.
- Auditory Training Equipment Program, a joint Ministry for Children and Families and Ministry of Education program, provides specialized hearing devices to students who wear hearing aids to assist them in an educational setting.

Family Support programs and services strive to enable families to become stronger and meet their children's needs, by acquiring skills, achieving specific goals and addressing factors that affect their capacity to parent. Family support services are provided through a continuum of interventions to promote the safety and well being of children and to assist families to care for their children. These services are primarily contracted through community-based organizations and are flexible to meet the needs of communities. Services include respite, homemaker/home support, parenting support services and community specific projects.

Public Health services maintain and enhance the health and well-being of children, youth and families and are provided to communities, groups, families and individuals throughout British Columbia. The services delivered by regional health authorities on behalf of the ministry include:

- **Public Health Audiology** programs provided by audiologists and audio technicians, include hearing loss identification, assessment, case management, education and rehabilitation for infants and children. Assessment services are provided using specialized facilities and equipment from health unit sites.
- **Public Health Dental** services, provided by Dental Hygienists and Dental Assistants, promote the dental health of children and families through various activities including education and screening services.
- **Public Health Nursing** programs provide health promotion and prevention services, including referrals for early support services, for children and families to promote healthy growth and development and well-being. These services are designed to build community and individual capacity in meeting children's needs. Services include prenatal, pre-school and early school age screening, assessment, education, service co-ordination, referral services and communicable disease prevention and control delivered in settings such as homes, health units, schools, child care centres and other community sites.
- **Public Health Nutrition** programs include training, support and consultation through initiatives such as pregnancy outreach programs, kindergarten nutrition screening and school food and nutrition programs.
- **Public Health Speech and Language** programs are provided to preschool children at risk of, or with identified disabilities in the area of communication. Services are provided through public health units and may connect with services provided through other non-profit community agencies.

M121

IMPORTANT NOTE CONCERNING THE FOLLOWING PAGES

THE PAGES WHICH FOLLOW HAVE BEEN FILMED TWICE IN ORDER TO OBTAIN THE BEST REPRODUCTIVE QUALITY

USERS SHOULD CONSULT ALL THE PAGES REPRODUCED ON THE FICHE IN ORDER TO OBTAIN A COMPLETE READING OF THE TEXT.

REMARQUE IMPORTANTE CONCERNANT LES PAGES QUI SUIVENT

LES PAGES SUIVANTES ONT ÉTÉ REPRODUITES EN DOUBLE AFIN D'AMÉLIORER LA QUALITÉ DE REPRODUCTION

LES UTILISATEURS DOIVENT CONSULTER TOUTES LES PAGES REPRODUITES SUR LA FICHE AFIN D'OBTENIR LA LECTURE DU TEXTE INTÉGRAL

micromedia
a division of IHS Canada

20 Victoria Street
Toronto, Ontario M5C 2N8
Tel.: (416) 362-5211
Toll Free: 1-800-387-2689
Fax: (416) 362-6161
Email: info@micromedia.on.ca

HIGHLIGHTS OF ACTIVITIES IN 1999/2000

- Continued to strengthen the community connections and to evaluate the Building Blocks initiatives that focus on fetal alcohol syndrome/effects (FAS, FAE) prevention, enhanced childcare and home visiting services for young children. Site description as follows.
- Maintained community school designations in approximately 90 sites.

Thompson/Cariboo (100 Mile House and Bella Coola)	Home visiting, pregnancy and parenting support for overburdened; isolated, young families with children to three years of age.
Thompson/Cariboo (Kamloops)	Home visiting, group programs and links to community services for first-time overburdened, isolated parents of children from before birth to age five.
Central and Upper Vancouver Island (Nanaimo, Parksville, Duncan, Port Alberni and surrounding communities)	Drop-in groups providing support and education for all parents and caregivers of infants and children up to three years of age.
Central and Upper Vancouver Island (Port Hardy)	Group and individual outreach services to prevent FAS and enhance healthy life choices for teens, pregnant women, families with young children and the general population.
North (Terrace, Hazelton, Kitimat)	Home visiting, parenting support and drop-in for over burdened, isolated first-time young parents.
North (Dease Lake, Good Hope Lake)	Home visiting in conjunction with a pregnancy outreach program, drop-in and family events for pregnant women and their families, focusing on those with new babies.
North (Burns Lake)	Individual services by family support workers for pregnant women at risk of alcohol consumption during pregnancy, and community education and awareness on these risks.
North (Dawson Creek)	Enriched child care with a parent education and family support outreach component for young, isolated overburdened families.
Burnaby/Simon Fraser (Cameray)	Home visiting and group programs to provide support and parenting programs for isolated pregnant women and parents of children up to age five.
Burnaby/Simon Fraser (First Nations Urban Community Society)	A holistic approach to supporting Aboriginal families through home visiting and group programs.
South Fraser	Home visiting and links to community agencies to provide holistic supports for isolated parents of children from before birth to age five.
Vancouver	Home visiting, pregnancy support and links to community supports for first time Aboriginal, Spanish and Vietnamese families.

Community schools support the needs of children and youth, their families and the community within the context of their school and community. As a result the programs offered at every community school are different as every community is different, and the programs are in response to their identified needs.

Examples of programs that community schools organize are:

- Youth, seniors, parent and toddler drop-in programs, community special events (dinners, picnics, recreation opportunities etc), after school and summer programs, extracurricular courses for students to augment the curriculum in areas such as fine arts, babysitting or leadership.
- Community education in areas such as family literacy, parenting, computers, early childhood development, crafts and skill development.
- Connecting the community and school through intergenerational projects, community 'experts' involvement with the schools, parent rooms, preschool activities and clothing exchanges.

Community schools work hard to create partnerships within their unique communities – with groups such as parks and recreation departments, businesses, community associations, libraries, and others.

- In collaboration with Health Canada, expanded prenatal outreach services in 23 pregnancy outreach programs to include a postnatal component (breastfeeding and infant feeding supports).
- Distributed a resource for parents and service providers to manage life-threatening food allergies in school and childcare settings.
- Initiated the development of a companion parent handbook to supplement *Baby's Best Chance Parent Handbook of Pregnancy and Baby Care*. The resource will assist parents with important information enhancing their ability to provide support to their children up to the age of three years.
- Contributed to funding of the first FAS diagnostic and assessment centre in British Columbia planned for Maple Ridge, B.C.
- Began implementing a province-wide educational program to help prevent the incidence of shaken baby syndrome that is designed to be used in a variety of settings. It will be focused initially on high school students and those attending baby-sitting courses.
- Developed a provincial resource directory of organizations involved with FAS initiatives.
- Established a public health nursing policy position that will coordinate FAS prevention in policy development and focus on the supports that provide the early identification and support for affected individuals and their families.

HIGHLIGHTS OF ACTIVITIES IN 1999/2000

- Continued to strengthen the community connections and to evaluate the Building Blocks initiatives that focus on fetal alcohol syndrome/effects (FAS, FAE) prevention, enhanced childcare and home visiting services for young children. Site description as follows.
- Maintained community school designations in approximately 90 sites.

REGION	SERVICES OFFERED
Thompson/Cariboo (100 Mile House and Bella Coola)	Home visiting, pregnancy and parenting support for overburdened, isolated, young families with children to three years of age.
Thompson/Cariboo (Kamloops)	Home visiting, group programs and links to community services for first-time overburdened, isolated parents of children from before birth to age five.
Central and Upper Vancouver Island (Nanaimo, Parksville, Duncan, Port Alberni and surrounding communities)	Drop-in groups providing support and education for all parents and caregivers of infants and children up to three years of age.
Central and Upper Vancouver Island (Port Hardy)	Group and individual outreach services to prevent FAS and enhance healthy life choices for teens, pregnant women, families with young children and the general population.
North (Terrace, Hazelton, Kitimat)	Home visiting, parenting support and drop-in for over burdened, isolated first-time young parents.
North (Dease Lake, Good Hope Lake)	Home visiting in conjunction with a pregnancy outreach program, drop-in and family events for pregnant women and their families, focusing on those with new babies.
North (Burns Lake)	Individual services by family support workers for pregnant women at risk of alcohol consumption during pregnancy, and community education and awareness on these risks.
North (Dawson Creek)	Enriched child care with a parent education and family support outreach component for young, isolated overburdened families.
Burnaby/Simon Fraser (Cameray)	Home visiting and group programs to provide support and parenting programs for isolated pregnant women and parents of children up to age five.
Burnaby/Simon Fraser (First Nations Urban Community Society)	A holistic approach to supporting Aboriginal families through home visiting and group programs.
South Fraser	Home visiting and links to community agencies to provide holistic supports for isolated parents of children from before birth to age five.
Vancouver	Home visiting, pregnancy support and links to community supports for first time Aboriginal, Spanish and Vietnamese families.

Community schools support the needs of children and youth, their families and the community within the context of their school and community. As a result the programs offered at every community school are different as every community is different, and the programs are in response to their identified needs.

Examples of programs that community schools organize are:

- Youth, seniors, parent and toddler drop-in programs, community special events (dinners, picnics, recreation opportunities etc), after school and summer programs, extracurricular courses for students to augment the curriculum in areas such as fine arts, babysitting or leadership.
- Community education in areas such as family literacy, parenting, computers, early childhood development, crafts and skill development.
- Connecting the community and school through intergenerational projects, community 'experts' involvement with the schools, parent rooms, preschool activities and clothing exchanges.

Community schools work hard to create partnerships within their unique communities – with groups such as parks and recreation departments, businesses, community associations, libraries, and others.

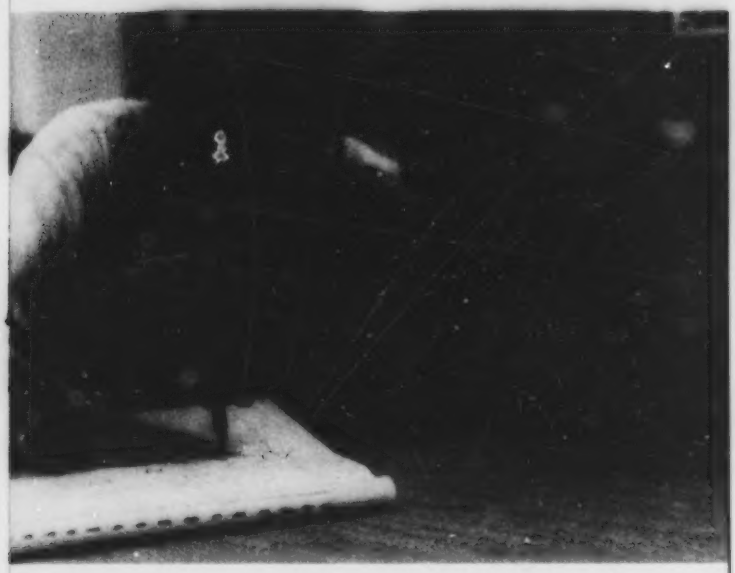
- In collaboration with Health Canada, expanded prenatal outreach services in 23 pregnancy outreach programs to include a postnatal component (breastfeeding and infant feeding supports).
- Distributed a resource for parents and service providers to manage life-threatening food allergies in school and childcare settings.
- Initiated the development of a companion parent handbook to supplement *Baby's Best Chance Parent Handbook of Pregnancy and Baby Care*. The resource will assist parents with important information enhancing their ability to provide support to their children up to the age of three years.
- Contributed to funding of the first FAS diagnostic and assessment centre in British Columbia planned for Maple Ridge, B.C.
- Began implementing a province-wide educational program to help prevent the incidence of shaken baby syndrome that is designed to be used in a variety of settings. It will be focused initially on high school students and those attending baby-sitting courses.
- Developed a provincial resource directory of organizations involved with FAS initiatives.
- Established a public health nursing policy position that will coordinate FAS prevention in policy development and focus on the supports that provide the early identification and support for affected individuals and their families.

- Revised and updated the orientation manual for public health nurses to use in health regions throughout the province.
- Continued to work closely with the Registered Nurses Association of B.C. to ensure public health nursing scope of practice related to children, youth and families is accurately reflected.

FUTURE WORK

- Initiate consultation on the promotion, prevention and early support strategy that compliments other strategies such as the Aboriginal strategy.
- Identify the critical community based elements and range of services and supports required for an integrated proactive service delivery approach to services for young children and their families for B.C., develop policies to support this direction and identify options for implementation across B.C.
- Review school-linked services developing and confirming expected outcomes, program policy and standards.
- Develop policy for early infant hearing screening and use of emerging technology.

- Develop a nutrition strategy to address the needs of young children and their families including the development of a resource guiding healthy eating for families on limited incomes and resources to support the infant/child feeding relationship.
- Review the Dental First Check services to preschool children.
- Review audiology services to plan for and initiate improved client services.
- Continue to improve regional and community access to the Vision First Check program.
- Finalize and distribute a prenatal and early postnatal outreach guidelines handbook.
- Finalize, print and distribute *Toddler's Next Steps* to all parents with children age one year or less.
- Develop a parent handbook to provide guidance and support to parents of preschool children between the ages of three and six years that will compliment *Toddlers Next Steps* and *Baby's Best Chance.*
- Develop a provincial FAS action plan.



COMMUNITY LIVING SERVICES FOR ADULTS

The Community Living Services for Adults program encompasses a wide range of services designed to assist people with developmental disabilities to live as fully and independently as possible in the community. Developmental disability is defined as measured intellectual functioning of 70 IQ or lower, with onset before age 18, and measured significant disabilities in two or more adaptive skill areas. Services include residential programs and training and support programs.

Residential Programs provide adults with developmental disabilities with places to live that will promote their independence while still meeting their needs. Where possible, placements are arranged in the adult's home community.

A variety of residential options are available so that individuals and their families can select the one that best suits their individual needs. Residential options include the following:

- **Community residences** vary in size from small family homes to larger residential facilities. All residences provide care and support for adults with developmental disabilities.
- **Semi-independent living** assists adults with developmental disabilities to live either alone or in small groups in homes or apartments. People live as independently as possible with the help of in-home support staff as required. Services are tailored to the needs of the individual.
- **Respite/relief program** provides emergency or short-term care for adults living in the community. Respite care provides for temporary care out of the home, while relief services provide alternative in-home care. These services allow service providers and families periodic relief from their responsibilities.
- **Intensive adult care** offers short-term community-based care for adults with challenging behaviours or unique needs that cannot be served by existing respite or residential care facilities.

TRAINING AND SUPPORT PROGRAMS

Self-help skills provides training in personal care, social integration and job readiness. Clients may receive one-on-one or group assistance and are encouraged to progress towards more demanding or challenging activities as they are able.

Home support programs assist adults with developmental disabilities to maintain independent or semi-independent living arrangements through direct homemaking or household management or training in these skill sets.

Supported work programs assist adults with developmental disabilities to find and maintain work experience placements and employment. A combination is provided of work experience, training, and support for adults with developmental disabilities.

Professional support services provide assessment, support, consultation, and planning to individuals or those who support them, to ensure continued success of community placement. Professional support services also help service providers, field staff and families of adults with developmental disabilities to plan, implement, monitor and evaluate programs and services related to community living. Services also include the provision of training opportunities for caregivers.

HIGHLIGHTS OF ACTIVITIES IN 1999/2000

The work undertaken by Community Living Services for Adults this year was in relation to the ministry's priority to renew and sustain adult community living services. This priority focuses on the status of community living, including current budgets, services pressures and anticipated future demand for services to create a range of flexible services that support adults and can be sustained within current allocations.

- Supported the government's official proclamation of October 1999 as Community Living Month. Throughout the province, communities staged events to promote inclusion and increase awareness regarding people with developmental disabilities.

- With the Ministry of Labour, contracted with Queenswood Consulting to analyse the impact of the *Employment Standards Act* on training and support programs for adults with developmental disabilities. Queenswood delivered an interim report to the ministries in November 1999. It identified barriers that agencies faced in coming into full compliance with the *Employment Standards Act* and made recommendations to address this situation. The ministries accepted the recommendations, and asked Queenswood to provide direct assistance to agencies to develop programs that serve the needs of clients within the requirements of the *Employment Standards Act*. The report is posted on the ministry's website.

- Following the passing of adult guardianship legislation in 1993 and its partial proclamation in February 2000, the Ministry for Children and Families assumed the role of a designated agency to investigate reports of abuse and neglect and develop support and assistance plans for adults with developmental disabilities. Working in partnership with the Office of the Public Trustee, the Ministry of Health, health authorities, and community members, the ministry is helping to ensure that vulnerable adults with developmental disabilities are safe.

- Completed *A Field Guide on Death and Dying* and distributed it to Community Living Services for Adults field staff and service providers in November 1999. It provides information about death and dying, anticipatory health care planning, palliative care, and dealing with grief. It also provides an orientation to the new policies, procedures and protocols between the Ministries of Health, Attorney General, and Children and Families regarding the review of deaths of adults with developmental disabilities.

- At the same time, the ministry released *Helpful Information about Death and Dying*, a booklet for families and friends of persons with developmental disabilities. It contains information about death and dying, including preparing for the death of a loved one and what to expect when a death occurs.

- The Provincial Community Living Council met three times during 1999/2000. The Council is comprised of self-advocates, family members and representatives from service provider agencies. As an external advisory body appointed by the minister, it advises the ministry regarding policies and programs affecting adults with developmental disabilities and children with special needs.

- Established the Community Living Action Committee (CLAC) as a sub-group of the ministry's Provincial Table. CLAC's purpose is to work with the ministry on its priority to renew and sustain community living services. It is comprised of community and government representatives, including representatives from other ministries.

- Appointed a Community Living Advisor, Judy Carter-Smith, to assist the ministry in its efforts to maintain a good working relationship with the community living sector. Carter-Smith, a previous executive director of the British Columbia Association for Community Living, is well respected by the sector and was recommended by them for the position.

- Services were provided to adults with developmental disabilities as follows: (as of March 31, 2000)
  - > **5369** adults received residential services
  - > **1016** received professional support services
  - > **5512** received self-help skills training
  - > **247** received home support services
  - > **1418** took part in supported work programs

FUTURE WORK

Continue to work with our community partners to sustain the provision of services within current allocations. The ministry's priority to renew and sustain community living services plans include:

- Addressing the needs of adults with developmental disabilities living with aging parents.
- Working with the Ministry of Health to address the needs of adults with developmental disabilities who also have complex health needs.
- Working with the Ministries of Health and the Attorney General to address the needs of the mentally disordered offender.

YOUTH AND ADULT SERVICES

YOUTH JUSTICE SERVICES

Youth justice programs provide probation and custody services to youth between the ages of 12 and 17 who commit offences. Services include:

- Alternative measures (diversion from the court system).
- Supervision and case management of youth who are subject to a bail, probation or conditional supervision order.
- Preparation of reports for court and Crown counsel.
- Community-based residential and non-residential programs.
- Custody of youth awaiting trial or serving a custody sentence.

The *Young Offenders Act (Canada)*, *Young Offenders (British Columbia) Act*, and the *Correction Act* guide youth justice services.

In 1999/2000, the province's young offender population included:

- An average of 329 youth in remand, secure and open custody. Of these, 15 per cent were female, 25 per cent were Aboriginal and 76 per cent were 16 years and older.
- An average of 325 youth on alternative measures, 513 on bail supervision, 3574 on probation supervision and 19 on conditional supervision. Of those on probation, 23 per cent were female, 20 per cent were Aboriginal and 80 per cent were aged 16 and older.

HIGHLIGHTS OF ACTIVITIES IN 1999/2000

- Reduced youth probation officer caseloads to an average of 33.
- Reduced the youth custody population by providing improved multidisciplinary case management and planning, and identifying alternatives to custody. Since youth justice services were transferred to the ministry, the youth custody population has declined by 18 per cent.
- Implemented 15 new community residential treatment beds for young offenders with addiction problems – five for females, five for males, and five for Aboriginal youth. As well, established three detoxification beds and a combined forensic psychiatric/addictions day treatment program in Burnaby.
- Implemented a youth-specific risk/needs assessment instrument for use by probation officers.

FUTURE WORK

- Consult with the federal government and plan for the proposed new *Youth Criminal Justice Act*.
- Negotiate a new five-year cost-sharing agreement with the federal government.
- Implement a youth-specific sex offender risk assessment instrument.
- Develop and implement a youth probation workload measurement instrument.
- Implement core substance abuse management and violence intervention programs in youth custody centres and in community locations.
- Proceed with development work for the replacement of the Victoria Youth Custody Centre and plan for the replacement of the Burnaby Youth Custody Centre.

MENTAL HEALTH AND YOUTH POLICY

DEVELOPMENT OF THE CHILD AND YOUTH MENTAL HEALTH PLAN

The mandate and framework for Child and Youth Mental Health Services (CYMHS) was last established in 1993 when the program area was under the management of the Ministry of Health.

In August of 1998, the Policy division undertook to review the mandate of CYMHS in light of the consolidation of child and youth programs under the Ministry for Children and Families. The review was to clarify the roles of CYMHS in serving children and youth and to recommend the next steps necessary to ensure the continued development of mental health services within an integrated service model.

In November 1999, the deputy minister announced that the ministry would develop a Child and Youth Mental Health Plan.

The ministry is committed to the ongoing development of child and youth services through the development of a comprehensive child and youth mental health plan to support planning for the future and to consider:

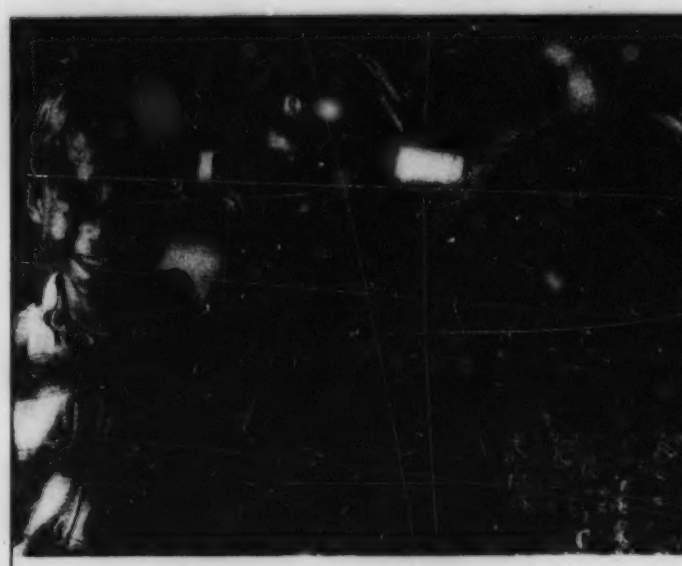
- The broader child and youth mental health-related service system delivered across government and private service sectors.
- Mandate and program description of CYMHS within the ministry and broader system of mental health care.
- A shared vision internally and with key partners.
- Goals for the next three to five years.

HIGHLIGHTS OF ACTIVITIES IN 1999/2000

Prepared two draft reports: *Mandate and Program Description 2000* and *Directions in Planning – Towards a Mental Health Plan.*

FUTURE WORK

- Develop the Child and Youth Mental Health Plan through a three to four month multi-phase consultation process involving select internal and external stakeholder groups (e.g., providers, youth and advocates).
- Provide a consultation process that will ensure that community service partners and children, youth and families have a voice in the development of the mental health plan.
- Complete the Child and Youth Mental Health Plan by winter 2000.



INTEGRATED CASE MANAGEMENT (ICM)

The ministry identified internal and external integration of services as an area of ministry commitment. During 1999, considerable work was undertaken toward the implementation of integrated case management (ICM) in order to achieve the best possible outcomes for children, youth, single adults and families.

Through ICM, service providers from various disciplines and sectors work together and share their knowledge, skills, perspectives and experiences to improve opportunities for positive outcomes for children and families. Both the individual and collective strengths of the team members, including the children and their families, are vital to improving outcomes.

The ICM approach to delivering services is client-centred and integrated, thus meeting the holistic needs of the client. Whenever possible, it gives the clients an active voice in assessing needs, establishing priorities, and planning, monitoring and evaluating services. The principles of ICM include: client-centred service, advocacy, recognition of diversity, collaboration and team work, mutual respect, participation, accountability, a holistic approach, continuity, attention to transitions and less intrusive effective interventions.

HIGHLIGHTS OF ACTIVITIES IN 1999/2000

- Developed a practice manual – *Integrated Case Management User's Guide.*
- Developed individual, team and community competencies for ICM.
- Developed eight training modules and associated instructor's and participant's manuals.
- Held a training orientation event that brought representatives from partner ministries and community-based agencies to support local and regional implementation of ICM.
- Developed regional training plans and funding of regional and community training events.

FUTURE WORK

- Continue funding of regional and community training events.
- Implement Integrated Case Management Systems Initiative through Systems Services branch, including an electronic system for documenting, tracking and evaluating ICM.

REVIEW OF DEAF MENTAL HEALTH SERVICES IN B.C.

The Well-Being Program for the deaf, hard of hearing and deaf-blind has provided mental health services to former Jericho Hill students and other members of deaf communities in British Columbia since 1992.

Since 1992, the Well-Being Program has served about 1000 deaf individuals and family members. About 70 per cent of the services are provided to deaf adults. The remaining services are provided to deaf children and their hearing and deaf family members.

In order to establish a better understanding for the needs of the deaf community, the ministry undertook a consultation process of current services with consumers and service providers and advocates.

The consultation process resulted in the *Review of Deaf Mental Health Services in British Columbia* that a ministry-contracted agency submitted to government in March, 2001.

HIGHLIGHTS OF ACTIVITIES IN 1999/2000

- The Well-Being Program continued to provide the same services established in past years. The program was delivered by the Greater Vancouver Mental Health Services Society that amalgamated with the Vancouver/Richmond Health Board (V/RHB) on April 1, 2000. It now operates as part of the Vancouver Community Mental Health Services of the V/RHB.

FUTURE WORK

The review will assist short and longer term planning in the ongoing development of Mental Health services to deaf children and youth in B.C.

EARLY PSYCHOSIS EARLY IDENTIFICATION AND INTERVENTION INITIATIVE (EPI)

The Canadian Mental Health Association, in November 1998, released a report, *The B.C. Early Intervention Study: Report on Findings*. The report provides research information that confirms the importance of early identification and intervention for young persons showing signs of psychosis. The report also indicates that young people with serious mental illness can wait up to five years from the onset of their problem to get access to required services.

In the 1999/2000 fiscal year, the Ministry of Health undertook an early psychosis identification and intervention initiative (EPI) with one time funding of $1.15 million. This project established regional inter-ministry initiatives for young persons (primarily 13 to 30 years) who are at risk for, or showing early signs of psychosis, using a provincial framework and best-practices guidelines to influence and support regional planning.

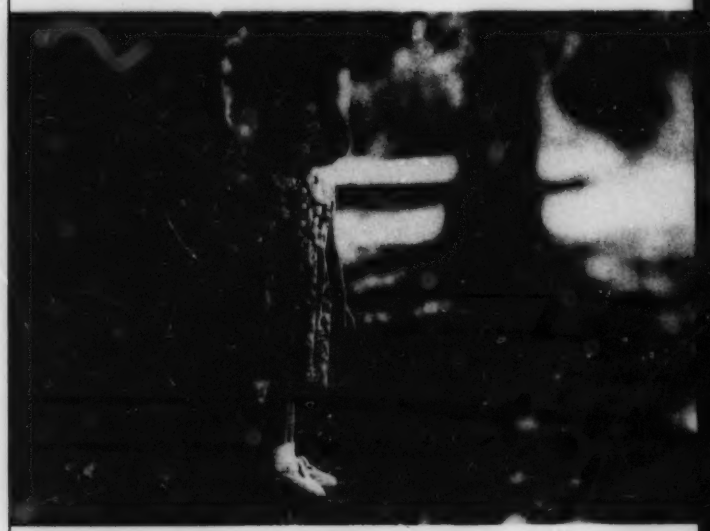
A provincial inter-ministry working group co-chaired by Ministry for Children and Families and the Ministry of Health was established to direct the EPI. Its overall goal has been to guide a process for ongoing regional inter-ministry prevention and intervention efforts for this population. Components of this initiative will include awareness education, clinical training, risk prevention and community networking to improve identification, referral, treatment, follow-up and support services for young people with early signs of severe mental illness and their families.

HIGHLIGHTS OF ACTIVITIES IN 1999/2000

- Two types of regional initiatives have been funded one-time through EPI: Strategic-Targeted Initiatives (STI) and Demonstration Projects (DP).
- The total allocation for the STI is $550,000. The funds have been allocated to 18 health regions in January 2000 with implementation substantially completed by the end of the 1999/2000 fiscal year. These have included basic education and training activities that address the following priorities: early identification, clinical skill building and improvements in service delivery planning that will be reflected in part in integrated regional comprehensive service protocols involving inter-ministry providers.
- The total allocation for the DPs is $300,000. Five projects have been selected for funding across the 18 health regions. These projects constitute advanced early intervention projects that build on the basic STI initiatives with additional components that address early identification and improved access to regional services. Examples of these components include:
  - > Development of case finding mechanisms,
  - > Development of assessment procedures,
  - > Development of clinical guidelines for co-morbid substance abuse and psychosis,
  - > Appointment of a case facilitator,
  - > Development of an interactive web-site,
  - > New approaches for a rapid response to referrals, and
  - > Peer support service mechanisms.

FUTURE WORK

- This ministry, with the Ministry of Health, will continue to co-chair the provincial inter-ministry working group to direct the implementation of the EPI including evaluation of the regional strategic initiatives and the demonstration projects.
- For 2000/2001, the ministry and the Ministry of Health have provided $200,000 and $100,000 respectively in one time funding for the continuance of the early psychosis initiative.



- The Ministry for Children and Families and the Ministry of Health will undertake two pilot programs in the Vancouver and Simon Fraser regions. The Youth Support Independent Living Program will provide for 20 residential units for older youth who have been identified as having a mental illness and required extra mental health supports.

YOUTH SUICIDE PREVENTION

- Suicide is the second leading cause of death among those 15 to 24 years of age in B.C. and across the country. Many of these deaths are preventable.
- For the four-year period 1994-1998, there were 121 suicides among young people aged 15 to 19 in B.C. There were 25 suicides among five to 14 year olds for the same time period.
- Many more young people attempt suicide or consider it as an option during times of stress and crisis. According to the most recent adolescent health survey undertaken in our province, 7 per cent of young people in grades seven to 12 reported making a suicide attempt in the previous year (McCreary Centre Society, 1999).
- The ministry provides mental health services to youth at risk for suicide through the child and youth mental health program delivered from integrated child and family centres and specialized mental health teams.
- The ministry has undertaken to support youth suicide prevention efforts provincially through the Suicide Prevention Information and Resource Centre (SPIRC) at UBC.

HIGHLIGHTS OF ACTIVITIES IN 1999/2000

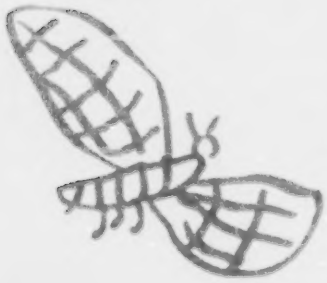
- Through SPIRC, the ministry has been involved in a number of activities designed to support co-ordinated action in youth suicide prevention across the province in 1999/2000:
  - > Dissemination of a provincial framework document to promote an understanding of the issue of youth suicide.

  - > Broad dissemination of a *Manual of Best Practices in Youth Suicide Prevention* that specifically highlights mental health promotion, prevention, and early intervention strategies.
  - > Implementation and evaluation of seven community demonstration sites undertaking community risk prevention activities with schools.
  - > Continuing production of a provincial newsletter, *Lifenotes,* to over 1000 agencies and individuals in B.C.
  - > Development and provision of clinical training workshops for child and youth mental health clinicians throughout B.C.
  - > Development of clinical parameters for suicide intervention to assist mental health clinicians working in staffed programs and contracted agencies.
- The community response to SPIRC's role and the seven demonstration projects has been positive.

- In 1998, the B.C. Coroners Service reported the lowest rate of suicide across all ages has been recorded since 1986. Among youth in B.C., the rates have fluctuated considerably over the past five years, although an overall downward trend is evident.
- Best practice guidelines, training workshops and community development activities in suicide risk prevention are being positively received by regional providers and local communities.

FUTURE WORK

- The ministry has allocated an additional $200,000 one-time funding for the development of additional regional initiatives relating to suicide prevention based on evaluation of the seven demonstration sites.
- The ministry is collaborating with the Ministry of Education to provide train-the-trainer training on the ASK-ASSESS-ACT suicide prevention training program for school counselors.
- The ministry will complete the development and distributions of the clinical guidelines on suicide prevention for mental health clinicians and will link this effort with the overall training program for clinicians.
- Allocation of funds to the Early Psychosis Initiative (EPI) to further support regional early psychosis initiatives that are intended to enhance early identification and intervention services for youth at risk for psychosis.



YOUTH POLICY FRAMEWORK

The ministry's goals related to Youth Services include:

- Protecting children and youth from abuse, neglect and harm.
- Promoting the healthy development and functioning of children, youth, adults and families.
- Ensuring public safety.

In keeping with these goals, the ministry developed the *Youth Policy Framework* to address urgent issues for youth in the province while pointing out the need for the development of a high-quality system of promotion, prevention, early support and intervention.

A policy framework develops and communicates a common understanding of the needs of and approaches to specific target populations. It provides direction, consistency and accountability and includes a vision and principles, and is generally written for a broad audience.

The *Youth Policy Framework* outlines the ministry's approach to youth services and defines who we serve, guides policy and program development and supports reviewing and realigning youth services. The framework is used to develop and implement the ministry's priority plans related to youth services, while recognizing the validity of regional differences and emphasizing the need for consistency in policy and program development.

The *Youth Policy Framework* is available on the Ministry for Children and Families website at: http://www.mcf.gov.bc.ca/youth/policy_framework.pdf

YOUTH AGREEMENTS

Amendments to the *Child, Family and Community Service (CF&CS) Act* were implemented on December 3, 1999 that allow the ministry to provide Youth Agreements for high-risk youth. Youth Agreements can assist youth to return home, while ensuring their safety and well-being and provide for a plan for independence for those high-risk youth who cannot live at home.

A Youth Agreement may provide one or more services, such as residential, educational or other support services, and/or financial assistance. Supports mean any specialized services required to assist the youth in a successful transition to independence. In addition, a contracted youth support worker, can assist each youth in meeting the immediate needs and goals identified in the youth's plan for independence.

Youth Agreements provide another option for high-risk youth between the age of 16 and 19 who are not being served effectively by existing programs.

HIGHLIGHTS OF ACTIVITIES IN 1999/2000

- Development of an assessment guide that identifies: immediate safety, security and protection concerns; assesses the feasibility of returning the youth home; ability of the youth to live independently; and, willingness and motivation to make changes in their life.
- Development of a youth independence planner that helps to identify the youth's strengths and needs that might be addressed within a Youth Agreement.
- Development of practice standards for ministry staff in working with youth while assessing for or developing a Youth Agreement.
- Implementation of Youth Agreements in nine of the 11 regions.
- Website with information for youth and adults located at: www.mcf.gov.bc.ca/youth/youth_agreements.htm.

FUTURE WORK

- Complete training for Youth Agreements (including the development of a train-the-trainer model for youth agreements).
- Finalize practice standards, youth assessment guide and independence planner for Youth Agreements in consultation with youth, service providers and ministry staff.
- Development of evaluation tool for Youth Agreements (including an audit framework).
- Complete inventory of youth services in B.C.
- Develop practice standards and policy for interim services (section 12.1 of the *CF&CS Act*) to youth while being assessed for a Youth Agreement.
- Develop practice standards and policy guidelines for agreements with young adults (Section 12.3(i)(a) of the *CF&CS Act.*
- Develop resource materials for youth involved with Youth Agreements.

COMMERCIAL SEXUAL EXPLOITATION OF YOUTH

Sexual exploitation of youth is defined as the trading of sexual favours by youth under the age of 18 years for drugs, narcotics, money and food and shelter.

The need for improved youth services for sexually exploited youth has been highlighted by the Children's Commissioner, the Child, Youth and Family Advocate, Ombudsman, service providers, media, ministry staff, youth and their families.

The Assistant Deputy Ministers' (ADMs) Committee on Prostitution and Sexual Exploitation of Youth was established in 1994 to provide a forum for government to cooperatively address prostitution related issues and make recommendations to facilitate a coordinated response with community partners. The Ministry for Children and Families and the Ministry of Attorney General co-chair this committee with representation from nine other partner ministries. A working group with membership from each ministry provides support to the committee.

HIGHLIGHTS OF ACTIVITIES IN 1999/2000

- In collaboration with the Ministry of the Attorney General, the Ministry of Education, the Justice Institute of B.C., and Canadian Save the Children, the ministry began preparation of a provincial best practices framework and manual designed to assist youth, as well as service providers, parents and caregivers working with or affected by commercially sexually exploited youth.
- A training module specific to front-line workers involved with sexually exploited youth was developed in partnership with the Justice Institute, other government ministries and representatives from agencies providing front-line services. The training module, piloted in the lower mainland and Prince George will provide communities with the opportunity to explore opportunities for an integrated case management approach to working with these vulnerable youth.

- A web site with more information for youth and adults is located at: www.mcf.gov.bc.ca/youth/other_services.htm.

FUTURE WORK

- Conduct focus groups with youth, services providers, and community representatives to review the best practices framework.
- Complete the best practices framework and guidelines.
- Develop standards for safe houses for youth.
- Develop a youth housing strategy.
- Extend and coordinate training opportunities to communities and ministry staff in B.C.

ADDICTION SERVICES, YOUTH AND ADULT SERVICES

Addiction Services' mission is to improve the health and well-being of the people of British Columbia by providing leadership in the planning of prevention, early intervention and treatment services for addictions, related to alcohol and other drugs, and problem gambling.

Addiction Services' mandate is to support the province-wide delivery of a range of prevention, early intervention and treatment services for addictions, related to alcohol and other drugs, and problem gambling. As well it is to:

- Provide leadership in the development and maintenance of effective and efficient prevention and treatment strategies and services that meet the differing needs of individuals and their communities.
- Provide leadership in the development of sound public policy with respect to all areas of responsibility.
- Work to develop effective partnerships that promote coordination between government ministries and programs, regional and community health authorities, service providers and community organizations.

Addiction Services' strategic priorities are to:

- Increase prevention, early intervention and treatment services of people with substance abuse issues.
- Maintain and improve services to the public.
- Collaborate with stakeholders and other partners.
- Stay informed and connected to relevant research, academic literature and innovation, as well as managing and using information.
- Support education and harm reduction strategies to prevent the spread of HIV and other related infectious diseases.

Health Goals are to:

- Improve the health and well-being of people affected by addictions related to alcohol and other drugs, and problem gambling.

ADDICTION SERVICES AND PROGRAMS

Services are delivered along a continuum, ranging from prevention to clinical services for youth, adults and families. They are provided by a combination of government and non-government organizations in all 11 regions of the province. All services are available to Aboriginal people with some services specifically managed by and delivered to Aboriginal people. The types of services include:

- Withdrawal management,
- Outpatient services,
- Day treatment programs,
- Residential programs,
- Dual diagnosis programs,
- Supportive recovery services, and
- Multicomponent services for youth.

HIGHLIGHTS OF ACTIVITIES IN 1999/2000

- Several of the announced new adult services became operational in Nanaimo, Kamloops and South Fraser.
- Problem Gambling Aboriginal Specialists worked with their communities to develop a culturally appropriate public awareness video for Aboriginal communities.
- In 1999/2000, provided over 42,703 clients with addiction services. Of these, 14.6 per cent were children and youth, 79 per cent were adults aged 19 to 54 and 6.4 per cent were seniors. Twenty-one percent of these clients reported Aboriginal ancestry.
- Addiction Information Management system completed one full year of data collection and produced reports from this data.

- Finalized the protocol framework and working guidelines between Child Protection and Addiction Services and distributed throughout the Child Protection and Addiction Services systems.
- Implemented a protocol agreement between Ministry of Health (Community Care Division) and Ministry for Children and Families for the licensing of agencies providing residential services.
- Stakeholders and others with knowledge regarding addictions prevention met and created a vision for prevention services. A draft work plan was developed.
- Implemented interim and permanent youth services. Draft Youth Clinical Services Manual and Draft Day/Evening/Weekend Program Manual for youth created and distributed for feedback. Developed training competencies for youth addiction counselors and drafted curriculum based on these competencies. Organized pilot training events.
- Provincial Men's Committee developed framework of new Men's Day Treatment Program. Started work on a manual.
- Completed evaluation of the problem gambling program for submissions to Treasury Board.

FUTURE WORK

- Provide a venue to identify the competencies required for supervising addictions workers.
- Launch a medication policy.
- Continue development of a drug policy for B.C. that is applicable across all ministries.
- Increase the percentage of clients on prescribed medications who access addiction services.
- Continue to develop programs for high-risk populations.
- Launch a year round comprehensive prevention and public awareness campaign on addictions.
- Pilot, evaluate and revise youth addiction services training.
- Develop a two day condensed youth curriculum for professional partners.
- Implement additional youth services (eg., dual diagnosis, Aboriginal).
- Develop and implement screening and assessment tools and process for youth.
- Develop an evaluation process for new youth services, including youth-justice specific ones.
- Develop a men's day/evening/weekend treatment manual ready for field-testing.
- Revise problem gambling services based on outcomes of the evaluation.
- Provide problem gambling training for new workers, addictions field, allied professionals and the gaming industry.

ABORIGINAL RELATIONS

This branch facilitates the ministry's relationships with Aboriginal communities, primarily by negotiating agreements and protocols to guide the delegation of child and family services to Aboriginal child welfare agencies. The branch is also responsible for facilitating and monitoring the implementation of the ministry's *Strategic Plan for Aboriginal Services* (SPAS).

HIGHLIGHTS OF ACTIVITIES IN 1999/2000

- Continued implementation of the SPAS.
- Continued to review policy support for the SPAS.
- Supported the Sechelt Band in the implementation of their child welfare authority and continue to support the ongoing relationship with the Nisga'a Nation during implementation of the Nisga'a Treaty.
- Concluded delegation agreements with the Gitxsan Child and Family Services Ktunaxa Kinbasket Tribal Council in Cranbrook and the Heiltsuk Nation in Bella Bella, and concluded a delegation confirmation agreement with Knucwentwecw Society in Williams Lake.
- Continued to negotiate child welfare agreements, increasing the number of reserve-based First Nations served by Aboriginal child welfare agencies.
- Supported the Ministry of Aboriginal Affairs negotiators in the British Columbia Treaty Commission process.
- Continued to support the development of child welfare agencies for Métis and urban Aboriginal agencies.
- Concluded agreement with Caring for First Nations Children's Society to deliver Aboriginal social work training.
- Continued to expand the availability and accessibility of services to Aboriginal communities and organizations by developing protocols, negotiating agreements and contracts with them.
- Supported the interface of First Nations computer systems with those of the ministry.

FUTURE GOALS:

- Continue to build community capacity in off-reserve, Métis and urban Aboriginal communities by providing resources to develop administrative and service structures for child protection and family support services.
- Continue to expand upon the total number of Aboriginal child welfare agencies so that by 2003/04, there could be 37 agencies serving 154 of the 197 Bands, which would include four urban and Métis agencies and six First Nation/urban Aboriginal partnerships.
- Develop a framework for building capacity in small Aboriginal communities.
- Continue to provide the resources necessary to fully engage Aboriginal communities in supporting the seamless devolution of services, in a way that respects Aboriginal culture and values.
- Finalize agreements for capacity building with the four provincial Aboriginal policy tables, the First Nations Summit, Union of B. C. Indian Chiefs, Métis Provincial Council and the Aboriginal People's Council.
- Continue to work with the federal government and other provincial ministries to provide an integrated approach to improving services to Aboriginal communities and to effectively strengthening Aboriginal communities' capacity to deliver services.
- Renew delegation agreements with First Nations such as Nuu-Chah-Nulth, Cowichan and Lake Babine and conclude delegation agreements with, Shuswap and Stl'atl'imx Nations, the Vancouver Aboriginal Child and Family Service Society, Métis Family Services and other Aboriginal communities.
- Continue to support Gitxsan and Wet'suwet'en Nations in their negotiations with the provincial government to develop and deliver services to their members.

Regional
Operations
Division

REGIONAL OPERATIONS

This division manages the ministry's service delivery of 11 regions, over 250 offices and more than 4,200 staff as well as contracted partners. It is also responsible for the Contract Reform Team.

HIGHLIGHTS OF ACTIVITIES IN 1999/2000

- In August and September of 1999, four ships carrying Chinese migrants arrived on the coast of British Columbia. The Ministry for Children and Families played a key role, as under the *Family Relations Act*, the director becomes the guardian of unaccompanied minors. Citizenship and Immigration Canada retained responsibility for the adult migrants. The ministry developed residential resources in Victoria and Vancouver for the migrants including family care homes, group homes and a staffed residential resource to support these youth. In total the ministry assumed guardianship responsibilities for 143 youth. The UN High Commission for Refugees recognized this program as being a high-calibre response to a very unusual situation.
- Implemented Youth Agreement legislation in a phased-in approach with targeted communities beginning in December 1999. Implementation activities included staff training, program design and pilot testing. By March 31, 2000 the program was implemented in communities across the province.
- Each region signed regional team-building agreements with local and regional BCFFPA representatives and councils to promote better relationships with foster parents in the regions by committing to regular meetings and local protocols on issue resolution.
- Worked with the B.C. Government Employees Union on regional workload committees that developed plans on what headquarters needed to address workload issues for child protection workers. The plans, condensed into 30 recommendations by March, 2000, included addressing issues of recruitment and retention of staff, pre-employment training, FTE allocations, as well as suggested modifications for case practice and administrative requirements of professional staff.
- Implemented $9.25 million (including one-time capital costs) in new youth addictions services for children and youth. Interim services were put in place in most communities during the fall of 1999 while program designs and tendering were completed for the permanent services.
- Continued recruitment activities with a focus on nation-wide promotion of British Columbia and the ministry.
- Continued to work with the sector on a resource management strategy for community living services.
- The division began developing a resource continuum for children and youth by compiling an inventory system of resources for the lower mainland to better match children with appropriate resources across regional boundaries.
- Added 74 FTEs to the regions to support utilization management activities for children in care. The FTEs were dedicated to support placement review committees, foster home recruitment, adoption activities and analysis.
- The Assistant Deputy Minister for Regional Operations held staff meetings in 34 communities around British Columbia in May and June of 1999 to share information on the ministry's budget and priorities for the fiscal year and to hear from staff about their work, priorities and suggestions.

FUTURE WORK

- Develop a better capacity to manage the implementation of policies and programs.
- Develop additional strategies for recruitment including specific strategies aimed at the recruitment and retention of staff in the north and remote communities.
- Develop an implementation plan to support the ministry's Aboriginal Strategic Plan.
- Put a greater emphasis on organizational health.
- Implement the recommendations from the regional workload plans.
- Place a greater emphasis on resource management for community living services.

CONTRACT REFORM TEAM

The cross-ministry Contract Reform Team works with the community health and social services sector to develop a more efficient approach to contract management. The initiative involves approximately 380 service providers with contracts worth a total of $560 million a year.

HIGHLIGHTS OF ACTIVITIES IN 1999/2000

- Completed phase two and three of the Contract Reform project.
- Provided training on Contract Reform to more than 300 ministry staff, sector representatives and other interested parties.
- Worked with 71 contracted service agencies from throughout the province representing the broad spectrum of service funded by this ministry.
- Established a mentoring program for agencies pursuing accreditation.
- Revised and approved client service agreement and component schedule with the contract sector.
- Completed and approved revisions to the continuing agreement component schedule also with the contract sector.
- Delivered training to contract and resource managers and other field staff on the Client Service Agreement.
- Developed and distributed contract negotiation guidelines.
- Delivered outcome-based performance management workshops throughout the province.
- Completed Contact Management System business requirements analysis.
- Completed feasibility study of Oracle Financial and Contracts software.
- Established collaboration with Ministry of Women's Equality regarding contact reform.

FUTURE WORK

- Proceed with phase four of the project during fiscal 2000/01.
- Work with an additional 100 agencies in the project.
- Complete evaluation and configuration of Oracle Contracts Software for potential ministry implementation.
- Provide accreditation training to service providers and ministry staff.
- Develop framework for establishing and monitoring standards for service providers under $350,000 in funding.
- Revise contract negotiation guidelines.
- Develop and implement competency-based contract management training.

NEW YOUTH ADDICTIONS SERVICES FOR CHILDREN AND YOUTH IN 1999/2000	
COMMUNITY	**SERVICE**
Terrace	Six youth residential detox/treatment beds Capital dollars for this program
Fort St. John	Six youth residential detox/treatment beds Capital dollars for this program Youth day-treatment program One new family/youth counselling position
Dawson Creek	One new family/youth counselling position
Fort Nelson	One new family/youth counselling position
Vancouver	Capital dollars for a 10-bed youth detox facility Five residential detox/treatment beds for Aboriginal youth Five residential services beds linked to Aboriginal youth justice Four youth detox beds for the Downtown Eastside
Surrey	Five youth residential treatment beds for females, linked to youth justice Two new youth residential detox/treatment beds for females
New Westminster	Six dual-diagnosis youth residential services beds Youth day-treatment program One family/youth counselling position
Burnaby	Youth day-treatment program linked to forensic and youth justice Three beds for youth detox linked to youth justice
Maple Ridge	One family/youth counselling position
Victoria	Six beds for youth residential detox/treatment services One family/youth counselling position
Nanaimo	Six beds for youth residential detox/treatment services Capital dollars for this program
Williams Lake	Six beds for youth residential detox/treatment services Capital dollars for this program New youth day-treatment program One family/youth counselling position
Cranbrook	New youth day-treatment program
Okanagan	Five beds for youth residential detox/treatment services, linked to youth justice

Regional Expenditures and Full Time Equivalents (FTEs)

FISCAL YEAR ENDING MARCH 31, 2000

Region	Expenditures $ Million	Full Time Equivalents
Kootenays	49.076	522.16
Okanagan	107.753	140.53
Thompson/Cariboo	74.845	319.76
Upper Fraser	74.587	252.23
South Fraser	138.841	264.98
Simon Fraser	129.139	320.53
Coast/North Shore	61.141	319.18
Central/Upper Island	120.472	139.17
North	126.252	398.57
Vancouver/Richmond	184.693	417.20
Lower Mainland Facilities	52.648	432.09
Capital	122.960	711.01
	1,242.407	**4,237.41**

Corporate
Policy
Division

CORPORATE POLICY

This branch coordinates major policy initiatives within the ministry and acts as liaison with central agencies of government. The branch also co-ordinates ministerial briefing books and estimates materials and provides support to the minister during the legislative session and to the Financial Services Branch in preparation of the ministry's annual budget.

The branch manages the annual legislative agenda of the ministry, including the development of new legislation and amendments and the processing of proclamations and appointments. It is also responsible for the client complaint process and tracking the development of all ministry submissions to, and recommendations from, outside agencies such as the Children's Commission.

The Intergovernmental Relations Unit within the branch supports British Columbia's participation in Federal-Provincial/Territorial forums regarding issues involving children and families. The unit has a key role in development of the National Children's Agenda.

HIGHLIGHTS OF ACTIVITIES IN 1999/2000

- Distributed an informational poster and two brochures (one each for youth and adults) explaining how to use the complaints process.
- Led provincial participation in the National Children's Agenda, a broad multi-sectoral strategy to improve the well-being of children. This work included co-editing discussion papers *A National Children's Agenda: Developing a Shared Vision* and *Measuring Child Well-being and Monitoring Progress* which were released in May 1999 to launch a national public dialogue. Many of the indicators were based on the ministry's *Measuring Our Success* document.
- Conducted the National Children's Agenda public dialogue in B.C.
- Engaged in intergovernmental discussions on early childhood development.
- Responded to 212 formal complaints about ministry programs and services, a small number compared to the many thousands of citizens the ministry serves. A complaint may be designated as:
  - **Settled** when the parties have agreed on a resolution.
  - **Unfounded** when the review confirms the decision, action or failure to act on the part of the ministry or ministry staff member.
  - **Founded** when the review confirms the substance of the complaint.
  - **Discontinued** when the complainant cannot be located or contacted.
  - **Withdrawn** when the complainant asks the manager not to pursue the review of the complaint.

M121

IMPORTANT NOTE CONCERNING THE FOLLOWING PAGES

THE PAGES WHICH FOLLOW HAVE BEEN FILMED TWICE IN ORDER TO OBTAIN THE BEST REPRODUCTIVE QUALITY

USERS SHOULD CONSULT ALL THE PAGES REPRODUCED ON THE FICHE IN ORDER TO OBTAIN A COMPLETE READING OF THE TEXT.

REMARQUE IMPORTANTE CONCERNANT LES PAGES QUI SUIVENT

LES PAGES SUIVANTES ONT ÉTÉ REPRODUITES EN DOUBLE AFIN D'AMÉLIORER LA QUALITÉ DE REPRODUCTION

LES UTILISATEURS DOIVENT CONSULTER TOUTES LES PAGES REPRODUITES SUR LA FICHE AFIN D'OBTENIR LA LECTURE DU TEXTE INTÉGRAL

micromedia
a division of IHS Canada

20 Victoria Street
Toronto, Ontario M5C 2N8
Tel.: (416) 362-5211
Toll Free: 1-800-387-2689
Fax: (416) 362-6161
Email: info@micromedia.on.ca

FUTURE WORK

- Develop regulations pursuant to the *Secure Care Act.*
- Continue review and revisions to complaints process policy and procedures to better serve clients.
- Develop additional training for staff on the complaints process.
- Release the results of the National Children's Agenda public dialogue and establish next steps.
- Complete negotiations on a Federal-Provincial-Territorial early childhood development initiative.

DATA ANALYSIS

This branch manages the ministry's information needs and is responsible for its reporting mechanisms, including data and statistical analysis. The branch is also responsible for data collection and quality assurance, and for developing strategies to support the ministry's information management needs.

HIGHLIGHTS OF ACTIVITIES IN 1999/2000

- Acquired additional resources to provide expanded services to their primary clients – executive, managers, frontline staff, other ministries, agencies and the public.
- Reorganized in order to provide specialized services to the major program areas.
- Acquired a basic computer desktop infrastructure and essential analytic software.
- Began development of new reporting capability in the Child Protection, Youth Justice and Addictions program areas.
- Established a new plan for the development of a data warehouse. When implemented, it will provide a comprehensive one-stop, management reporting and analysis capacity for all staff accessible via web based communications.

Adoption	1	0.5%
Alcohol and Drug Services	3	1.4%
Child Care	3	1.4%
Children in Care	97	45.8%
Community Living	7	3.3%
Family Services	51	24.0%
Mental Health	1	0.5%
Special Needs	13	6.1%
Youth Corrections	8	3.8%
Other	28	13.2%
Total	212	100%

Settled	90	53.6%
Unfounded	42	25.0
Founded	13	7.7
Discontinued	14	8.3
Withdrawn	9	5.4
Total Closed	**168**	**100%**
Open as of March 31, 2000	44	

INFORMATION AND RECORDS SERVICES

This branch responds to requests for information received under the *Freedom of Information and Protection of Privacy (FOIPP) Act* and the *Child, Family and Community Service (CF&CS) Act.* Typically, requests are for records containing personal, sensitive information that must be reviewed carefully to ensure compliance with the applicable legislation.

The branch is also responsible, under the *Document Disposal Act*, for the administration, safekeeping and security of both paper and electronic records in the custody and control of the ministry.

HIGHLIGHTS OF ACTIVITIES IN 1999/2000

- Processed 1,469 requests for information, including over 450 requests for adoption-related records, and 58 requests for general information. The balance of requests was for personal information.
- Completed 1,753 record searches, including active and passive searches for Adoption Reunion Registry records and other information received from the public and ministry clients.
- Co-ordinated the transfer of 3,048 boxes of records to contracted off-site storage facilities.
- Retrieved and, when required, reviewed over 8,350 individual files from off-site storage in response to information requests.

FUTURE WORK

- Continue to improve the response time for processing information requests.
- Increase records management efficiencies by reviewing and, where possible, streamlining procedures.
- Investigate opportunities to use new technologies to enhance the branch's services.

FUTURE WORK

- Develop regulations pursuant to the *Secure Care Act.*
- Continue review and revisions to complaints process policy and procedures to better serve clients.
- Develop additional training for staff on the complaints process.
- Release the results of the National Children's Agenda public dialogue and establish next steps.
- Complete negotiations on a Federal-Provincial-Territorial early childhood development initiative.

DATA ANALYSIS

This branch manages the ministry's information needs and is responsible for its reporting mechanisms, including data and statistical analysis. The branch is also responsible for data collection and quality assurance, and for developing strategies to support the ministry's information management needs.

HIGHLIGHTS OF ACTIVITIES IN 1999/2000

- Acquired additional resources to provide expanded services to their primary clients – executive, managers, frontline staff, other ministries, agencies and the public.
- Reorganized in order to provide specialized services to the major program areas.
- Acquired a basic computer desktop infrastructure and essential analytic software.
- Began development of new reporting capability in the Child Protection, Youth Justice and Addictions program areas.
- Established a new plan for the development of a data warehouse. When implemented, it will provide a comprehensive one-stop, management reporting and analysis capacity for all staff accessible via web based communications.

MINISTRY FOR CHILDREN AND FAMILIES
FORMAL COMPLAINTS LOGGED BY SERVICE AREA
APRIL 1, 1999 – MARCH 31, 2000

MINISTRY AREA	NUMBER	PERCENT
Adoption	1	0.5%
Alcohol and Drug Services	3	1.4%
Child Care	3	1.4%
Children in Care	97	45.8%
Community Living	7	3.3%
Family Services	51	24.0%
Mental Health	1	0.5%
Special Needs	13	6.1%
Youth Corrections	8	3.8%
Other	28	13.2%
Total	**212**	**100%**

MINISTRY FOR CHILDREN AND FAMILIES RESOLUTION OF FORMAL COMPLAINTS APRIL 1, 1999 – MARCH 31, 2000		
RESOLUTION OF COMPLAINT	**NUMBER**	**PERCENT**
Settled	90	53.6%
Unfounded	42	25.0
Founded	13	7.7
Discontinued	14	8.3
Withdrawn	9	5.4
Total Closed	**168**	**100%**
Open as of March 31, 2000	44	

INFORMATION AND RECORDS SERVICES

This branch responds to requests for information received under the *Freedom of Information and Protection of Privacy (FOIPP) Act* and the *Child, Family and Community Service (CF&CS) Act*. Typically, requests are for records containing personal, sensitive information that must be reviewed carefully to ensure compliance with the applicable legislation.

The branch is also responsible, under the *Document Disposal Act*, for the administration, safekeeping and security of both paper and electronic records in the custody and control of the ministry.

HIGHLIGHTS OF ACTIVITIES IN 1999/2000

- Processed 1,469 requests for information, including over 450 requests for adoption-related records, and 58 requests for general information. The balance of requests was for personal information.
- Completed 1,753 record searches, including active and passive searches for Adoption Reunion Registry records and other information received from the public and ministry clients.
- Co-ordinated the transfer of 3,048 boxes of records to contracted off-site storage facilities.
- Retrieved and, when required, reviewed over 8,350 individual files from off-site storage in response to information requests.

FUTURE WORK

- Continue to improve the response time for processing information requests.
- Increase records management efficiencies by reviewing and, where possible, streamlining procedures.
- Investigate opportunities to use new technologies to enhance the branch's services.

LIBRARY/RESOURCE CENTRE

The Library/Resource Centre provides ministry staff with access to relevant information in all formats – print, audio-visual and electronic – so they can continue to acquire the specialized knowledge needed to carry out their work effectively.

The centre provides reference materials to ministry staff throughout the province, facilitates inter-library loans and resource sharing with university and other government libraries, and circulates videos to ministry employees and community services providers for evaluation and in-service training.

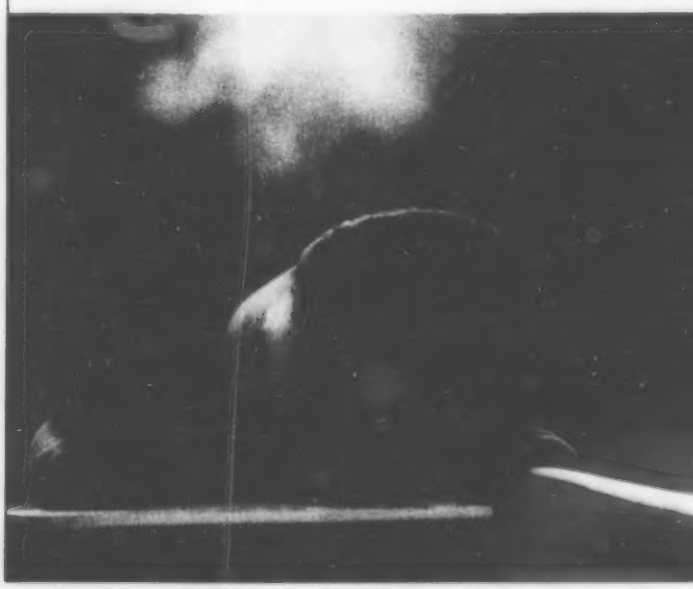
As part of the Information Management Team, the centre is also responsible for developing ministry web strategy and its staff maintains the ministry's Internet Web site.

HIGHLIGHTS OF ACTIVITIES IN 1999/2000

- Released new ministry Internet Web site in January 2000 meeting new B.C. Government Web standards.
- Continued expansion of the virtual library Web site.
- Added over 150 new videos and over 400 books to the circulating collection.
- Mailed table-of-contents packages to field staff, highlighting new journal articles about child protection, special needs, addictions, and speech and hearing.

FUTURE WORK

- Plan a ministry intranet, with desktop access to internal ministry information such as orientation, training, and best practices as well as access to external electronic documents and online services.
- Plan a ministry extranet to facilitate information sharing with service partners and other stakeholders.



SYSTEMS SERVICES

This branch provides computer systems and technology strategies and solutions to support corporate and government operational and administrative objectives. Activities include:

- Developing strategic information resource management plans.
- Procuring goods and services.
- Managing information technology (IT) contracts.
- Conducting project quality assurance reviews.
- Identifying IT solutions.
- Coordinating IT training.
- Overseeing application development, data processing, data and system security, end user support, project management, and branch administration for all ministry staff and program areas.

HIGHLIGHTS OF ACTIVITIES IN 1999/2000

- Ensuring Y2K readiness for ministry electronic systems.
- Upgrading all ministry computer equipment that is not Y2K compliant.
- Ensuring a consistent IT structure across all ministry operations.
- Initiating electronic support for Integrated Case Management.
- Ensuring a comprehensive Internet/intranet Web presence.
- Upgrading infrastructure (PCs and networks) for all headquarters and regional office staff.

FUTURE WORK

- Upgrade infrastructure (PCs and networks) for all regional field offices.
- Provide a set of systems facilities to support the Contract Reform initiative.
- Establish electronic connections with the service agency sector.
- Implement infrastructure and system support for delegated Aboriginal agencies.

Management
Services
Division

MANAGEMENT SERVICES

This division is primarily responsible for co-ordinating the development of ministry-wide organizational health initiatives: the employee recognition program, business continuation planning, emergency preparedness (including Y2K readiness), security, and leadership development for the ministry.

HIGHLIGHTS OF ACTIVITIES IN 1999/2000

- Developed the *Organizational Health Initiative*, a framework for improving the ministry's working environment.
- Issued security ID cards to all headquarters staff.
- Established a headquarters' security desk.
- Established a headquarters' first-aid committee.
- Distributed survival supplies to all offices.
- Registered all essential ministry telephone numbers on the Priority Access Dialling Program of Industry Canada.
- Successfully tested the ministry's headquarters Emergency Operations Center and Regional Operations Center, including Y2K readiness.
- Awarded over $9,000 to ministry staff through the Employee Recognition Program for innovative ideas.
- Improved internal communications between headquarters and regional offices resulting in over 125 submissions to the "Why do I need to do this?" initiative to improve work processes.
- Created a process whereby individual managers in the ministry can award and recognize their employees for ongoing excellent performance through the government-wide staff appreciation policy.
- Administered the first Public Service Award events for the ministry where nine ministry staff received gold, silver and bronze awards.
- Provided support to McCreary Centre Society's adolescent health survey and analysis.

FUTURE WORK

- Transfer of management functions to new Organizational Health Assistant Deputy Minister and continue to provide elements of Organizational Health such as the Security and Safety program, Employee Recognition Program and Public Service Awards.
- Develop pilot projects for each region and headquarters to address the concerns employees have about the working environment in their offices.
- Hold a forum for employees to share ideas on how to make further improvements to the ministry's working environment.
- Conduct security reviews on all ministry offices, making the necessary physical and operational changes for a safer, more secure workplace environment for all ministry employees.
- Establish Regional Emergency Operations Centres throughout the ministry.
- Establish an alternate ministry headquarters in the interior to be able to carry on essential services in the event of a disaster, such as an earthquake.
- Complete Business Recovery Plans in every field and headquarters office, and in all ministry facilities.
- Continue to administer and promote all the programs that encompass staff recognition and appreciation in the ministry including: the Employee Recognition Program; "Why do I need to do this?" initiative, Staff Appreciation Policy, and Public Service Awards.
- Provide further support to McCreary Centre Society's adolescent health survey *Healthy Connections: Listening to B.C. Youth* and a special study of the health of youth in custody facilities.
- Provide improved monthly tracking information document for ministry headquarters and regional management.

FINANCIAL SERVICES

Financial Services is responsible for all accounting and financial management functions of the ministry, including the preparation and submission of the ministry's annual budget request, and contract policy.

The branch forecasts and monitors ministry spending and FTE use. It develops management control policy, revenue collection from multiple sources, and processes payments for ministry programs and administrative expenditures. The Financial Services branch also administers the Medical Benefits Program for children in care and special needs clients of the At Home Program and compensation increases to contracted agencies. It also provides operational review services for the internal review of program operations and processes, and it provides a loan program to funded services.

To help the ministry programs achieve their goals, standards and objectives efficiently and cost-effectively, the Financial Services branch requires acceptable results in:

- The provision of quality financial advice, assistance, services and information.
- Customer satisfaction among the following client groups:
  - > Ministry executive and branch directors;
  - > Regional Executive Directors and Regional Financial Managers;
  - > All other ministry staff;
  - > Central agencies of government, including Treasury Board staff, Public Sector Employers Council (PSEC), Office of the Comptroller General (OCG); Public Service Employee Relations Council (PSERC) and funded agency employer representatives (HEABC and CSSEA);
  - > Contracted agencies and suppliers to the ministry; and
  - > Foster parents, At Home clients and other users of the Medical Benefits Program.
- Support for government and ministry initiatives.
- Compliance with the *Financial Administration Act* (FAA) and other related legislation as well as government and ministry policies and procedures.

HIGHLIGHTS OF ACTIVITIES IN 1999/2000

- Collaborated with other ministry programs to support the implementation of the ministry's strategic plan and ensured congruity with ministry's goals and all other ministry programs.
- Made progress towards meeting priorities as reported on the ministry's web site.
- Defined the evaluation and forecasting framework for the ministry's utilization management initiative.

- Participated in the planning and development of policies for the implementation of contract reform.
- Assisted the Child Protection division to develop a revised Family Care Home Agreement that includes an indemnity protection to caregivers accused of client abuse.
- Assisted in development and implementation of Youth Agreement program.
- Supported the maintenance and enhancement of financial information, transaction processing and reporting systems.
- Implemented Oracle Financials in November 1999 for accounts receivable and completed all training and other preparation for the April 1, 2000 introduction of accounts payable, purchase orders and general ledger modules. Data entry is now available in three regions and youth custody centres as well as in Victoria headquarters.
- Completed a new chart of accounts under the province's single set of books for implementation as of April 1, 2000.
- Provided Regional Financial Managers with the capacity to action journal vouchers locally.
- Improved regional forecasting to within $0.82 million or 0.07 per cent of total expenditures of $1,242.41 million.
- Developed an integrated financial service delivery system that integrates central and regional operations.
- Decentralized data entry for expenditure transactions in three regions.
- Developed budgets for 2000/01 which included additional resources for the regional financial function.
- Made government financial manuals, ministry chart of accounts and accounting policy available on the Internet.
- Provided direct access to required financial reports for all regions to the Corporate Accounting System (CAS).
- Scheduled regular conference calls with the Regional Financial Managers and held two regional/headquarters finance conferences. Also, issued bulletins and circulars on all changes to policies and procedures.
- Improved the efficiency and effectiveness of the business services provided to all Financial Services branch clients.
- Established a help desk for accounts payable that improved customer service.
- Enhanced staffing in the Medical Benefits Program to better serve the clients.
- Began planning in co-operation with the Canadian Red Cross to establish a medical equipment recycling program.
- Gained efficiencies by centralizing the process of providing funded agency compensation increases.
- Made the ministry chart of accounts and accounting policy available on-line.
- Established an economic analysis capacity for the ministry.
- Reviewed financial management forecasting practices of Burnaby/Simon Fraser region and provided guidance to the region.

- Monitored and improved the levels of compliance and accountability within the ministry's financial systems.
- Increased revenue and recoveries through:
  - > Enhancing the Child Maintenance Agreements procedures and practice standards.
  - > Revising the DIAND billing rates.
  - > Improving the information systems to assist in the determination of DIAND and Child Special Allowance.
  - > Collecting the Child Special Allowance for those youth residing in youth custody centres.
  - > Establishing a Debt Collection Officer position to improve debt collection activities.
  - > Developing e-commerce links with federal government to transmit the Child Special Allowance (CSA) monthly invoice and receipt of payments.
- Developed and implemented the Human Services Providers Financing Program capital asset and loan criteria.
- Developed a regional funding allocation model based upon socio-economic data.
- Developed a regression model to forecast children in care.
- Completed a pilot study on the use of a geo-demographic information system for children in care.
- Prepared a review of medical consulting services provided to the ministry.
- Implemented Oracle Financial System for accounts receivable, payables, purchase orders and general ledger in headquarters, Youth Custody Centres and three regional offices.
- Established Operational Review and Economic Analysis functions as part of the Financial Services branch in order to provide better decision support capacity for the ministry.

FUTURE WORK

- Implement At Home program audit recommendations including development of recycling program and recoveries for third party liability.
- Enhance revenue recoveries by establishing a regional presence.
- Establish a protocol with Loans Administration branch of the Comptroller General's Office for the collection of outstanding debts.
- Implement an electronic filing of applications and processes to reconcile claims for Child Special Allowance.
- Decentralize payment authority to at least three regions.
- Further decentralize the remote data entry of expenditure transactions.
- Implement the Human Services Providers Program small loan criteria.
- Implement an approved process to ensure that all professional service agreements follow the government and ministry contract policies.
- Develop an interface between Resource and Payment System (RAP) and the Central Accounting System through an accounts payable module in order to track commitments and payments in a single accounting ledger.

- Further streamline the regional forecasting process.
- Provide Regional Utilization Management Managers with a tool for the forecasting of children in care by placement type.
- Develop a model to forecast monthly demand for, and expenditure of, community living services by region.
- Establish a financial review and program financial analysis functions to further enhance decision support capabilities.
- Participate in development of resource management strategy for community living services.
- Work with Aboriginal Services branch to implement the Strategic Plan for Aboriginal Services by developing a financial framework for the transfer of services to Aboriginal agencies.

PERSONNEL SERVICES

Under the statutory authority of the *Public Service Act* and the *Public Service Labour Relations Act*, the Personnel Services branch provides a range of services to the ministry's headquarters and regional operations: staff recruitment and selection; organization, classification and systems; labour relations; occupational safety and health; statistical and management information reports; and, human resource planning.

As of March 31, 2000, the ministry had 5193 regular and auxiliary employees:

- 3606 employees in field services including child and family services, alcohol and drug services, adult community living, mental health and administrative support.
- 728 employees in Youth Justice Services including youth probation, youth corrections, and youth forensics.
- 308 employees in residential programs including Willow Clinic, Victory Hill, and Maples Detox.
- 551 employees in ministry headquarters.

HIGHLIGHTS OF ACTIVITIES IN 1999/2000

- Ministry child protection recruitment initiatives resulted in the addition of 123 new child protection workers. In addition, the ministry implemented specific recruitment and retention initiatives to improve the ministry's ability to attract and retain staff, particularly in the north.
- Developed and implemented strategies to address regional requirements for child protection workers during the transition to the pre-employment training program.
- Established a ministry-wide Occupational Safety and Health (OSH) structure that directs and supports the development and implementation of an effective OSH program at the local level.

FUTURE WORK

- Further develop recruitment and retention strategies to address regional staffing needs with specific attention on hard-to-recruit-to locations throughout the province.
- Further develop staffing strategies to increase the representation of individuals from designated groups throughout the ministry.
- Enhance the ministry-wide OSH program.
- Provide headquarters and regional personnel staff with targeted training and development to ensure the continued maintenance of an effective regional personnel delivery system.

CAPITAL AND ASSET MANAGEMENT

The Capital and Asset Management branch (CAMB) was responsible for the development and implementation of the ministry's Long Term Capital Plan, including the management of the planning, acquisition, design, and construction of capital projects, as well as the ministry's Asset Management Plan. It co-ordinated the provision of office accommodations to regions by the B.C. Building Corporation and directly managed the provision of office accommodation within headquarters operations. It also managed the contract with the B.C. Housing Management Commission for services related to over 200 government-owned group homes. CAMB co-ordinated the management of the ministry's vehicle fleet (about 500 vehicles) and photocopiers, and administered printing, postal services and the distribution of ministry manuals. The branch administered the use of the *Human Resource Facility Act* in providing capital assistance to service providers, and assuring repayments were appropriate.

HIGHLIGHTS OF ACTIVITIES IN 1999/2000

- Amended *The Human Resource Facility Act* to broaden eligibility to a greater range of service providers (now includes non-profit societies, private agencies and individuals) and to expand the types of funding to any form of assistance for acquiring, developing or operating facilities for designated ministry purposes.
- Provided 12 grants to service providers under the *Human Resource Facility Act*, amounting to over $1.4 million.
- Completed pre-planning and value analysis on a project to upgrade the Lakeview Youth Custody Centre (total project cost estimated at $3.3 million).
- Upgraded High Valley Youth Custody Centre (total project cost: $560,000).
- Acquired five special needs group homes to support ministry programs.
- Completed upgrades for the recently acquired Women's Shelter (Addictions) in Surrey.
- Completed arrangements for the transfer of 21 ministry group homes from the B.C. Buildings Corporation to the B.C. Housing Management Commission (official transfer date of April 1/2000).
- Completed the 2000/01 Long Term Capital Plan and Capital Projects Request.
- Rationalized the ministry vehicle fleet resulting in a reduction of 33 vehicles.
- Produced and distributed a vehicle management quality control survey which resulted in 26 service enhancements.
- Increased safety for ministry clients and staff by providing first aid kits for all ministry vehicles and emergency kits for vehicles driven in adverse conditions and remote locations.
- Replaced approximately 500 headquarters workstations with ergonomic, homogeneous furniture, which was surplus to a crown corporation's needs.
- Provided facilities consultation and co-ordination in support of regional delivery of services through approximately 250 ministry offices.

FUTURE WORK

- Develop the 2001/2002 Long Term Capital Plan and Capital Projects Request.
- Start construction on View Royal Integrated Custody Centre.
- Maple Detox relocation site search completed and planning underway.
- Start construction on Prince George Addictions project.
- Complete the development of policy and procedures to manage the administration of the amended *Human Resource Facility Act*.
- Complete transfer of former BCBC group homes to the B.C. Housing Management Commission.
- Maximize utilization of assets including vehicles, photocopiers and furniture.
- Develop policy in all areas of branch activities.
- Develop processes and procedures for entering into alternate financing arrangements for capital projects.

EQUITY AND DIVERSITY

The Equity and Diversity program is building a culturally competent organization by incorporating the principles of inclusiveness, valued cultural differences, and employment equity and service quality. The program addresses barriers internal and external to the ministry that affect the recruitment, promotion, and retention of designated group members. It also provides training on discrimination prevention to all ministry staff and investigates all complaints of discrimination within the ministry. Equity and Diversity also manages the Mentorship program.

The goal of the program is to improve the recruitment, promotion and retention of designated group members so that the ministry workforce reflects the representation of the clients we serve. The program strives to provide all employees with a workplace free from harassment and discrimination.

HIGHLIGHTS OF ACTIVITIES IN 1999-2000

- Recruited a second full time advisor. There are now two managers, one assigned to diversity and mentoring and the other for employment equity activities. Both positions report to the Assistant Deputy Minister, Management Services Division.
- The Mentoring program encourages individuals to actively pursue careers in government by linking them with employees already established in their field to act as role models and advisors. This program supported 55 partnerships in its 1999 offering.
- Provided a wide range of services for Chinese migrant children and youth.
- Gave cultural competency training to over 100 ministry staff.

- Contributed resources to the MOSAIC organization to support the creation of the *Prized Knowledge* publication - a study of family support and family counselling services in six immigrant and refugee serving organizations.
- Implemented an exit interview process for all staff leaving the ministry and analyzing results.
- Developed and implemented an equity hiring strategy of all auxiliary positions.
- Worked on improving the diversity of selection panels and culturally competent service delivery systems.
- Investigated, mediated and dealt successfully with a variety of difficult harassment and discrimination complaints.
- Successfully solved appropriate accommodation issues.

FUTURE WORK

- Develop new diversity-related material for the ministry Web site.
- Continue to promote acceptance of gay, lesbian, bisexual and transgender (GLBT) cultural issues.
- Continue to work with the community-based Ethnocultural Advisory Committees to accomplish the goal of becoming a culturally competent organization.
- Increase the representation of designated group members among auxiliary and regular hires.
- Provide equity training to managers to raise competence in managing a diverse workforce.
- Resolve disputes regarding discrimination and harassment through intervention and/or mediation.
- Integrate employment equity into ministry-wide operations.
- Support the Vancouver Ethnocultural Advisory Committee in creating a Cultural Competency Assessment Tool.
- Double the number of mentorship arrangements in the ministry.

PROGRAM AND MANAGEMENT AUDIT

This branch provides corporate leadership for the ministry's performance management planning and reporting, internal audit, program review and related research functions to improve the quality of programs and services and to ensure public accountability.

The branch oversees the development of action plans and regular monitoring in response to audit findings.

These are followed up with regular monitoring by the ministry.

HIGHLIGHTS OF ACTIVITIES IN 1999/2000

- Developed and produced a second edition of *Measuring Our Success – A Framework for Evaluating Population Outcomes* that is available on the ministry's Web site.

- Developed a ministry Performance Management System document and established a ministry Performance Management Advisory Committee to develop a corporate approach to performance management for the ministry.
- Completed ten internal audits/reviews and provided internal audit advice for seven consulting projects.
- Continued work with ministry management staff to improve and apply "best practice" approaches to ongoing program and service delivery based on internal audits and evaluations.
- Established a performance management intranet site for staff.
- Completed the development of a cultural competency audit tool.

FUTURE WORK

- Foster a culture within the ministry and service partners that understands and applies performance management to work processes and decision-making based on evidence-based approaches and "best practices".
- Continue to improve accountability for the ministry's programs, services and operations through the development of performance indicators and the monitoring of the ministry's performance plan and performance report.
- Produce a progress report on population outcomes for children and families.
- Develop a ministry evaluation policy and a set of performance management competencies for ministry managers.
- Continue to foster, develop and implement "best practices" activities across the ministry.
- Provide an annual update to *Measuring Our Success* with input from partner ministries.
- Develop improved indicators for special needs programs.

STAFF TRAINING AND EMPLOYEE DEVELOPMENT

This branch identifies, develops and delivers learning opportunities to enhance performance at all staffing levels throughout the ministry. The ministry is committed to providing cost-effective, equitable and timely staff training. The branch supports ministry staff in accessing career and professional developmental opportunities, and co-ordinates training for cross-governmental initiatives.

Competency based training (skills and abilities of individuals measured against abilities required for the positions) is consistent with training offered through post-secondary institutions and with the current approach to government-wide training. The branch also encourages staff development opportunities for employees at all levels, and provides support to the government wide financial best practices project.

HIGHLIGHTS OF ACTIVITIES IN 1999/2000

- Ensured training priorities for the 1999/2000 fiscal year were consistent with the purpose, mission and strategic priorities of the ministry.
- Delivered a total of 25,000 training days to staff and over 50,000 training days to non-employees, including foster parents, pre-employment training, and training for contracted service providers.
- Competency development continued, and is now nearing completion for most program areas in the ministry.
- Increased training and education programs delivered by the College/University sector.
- In July 1999 the ministry moved from in-house training for new child protection workers to a

pre-employment model as part of a strategy to get more job-ready graduates. In fiscal 1999/2000, 88 individuals accessed both part time and full time offerings in locations around the province.

- Developed and implemented contract reform training involving both contractors and staff.
- Developed a 53-hour comprehensive Foster Care Education program being delivered by Camosun College.
- Continued training to support the implementation of the *Looking After Children* model for planning for children in care which began in September 1999, and which will continue over the next three years.

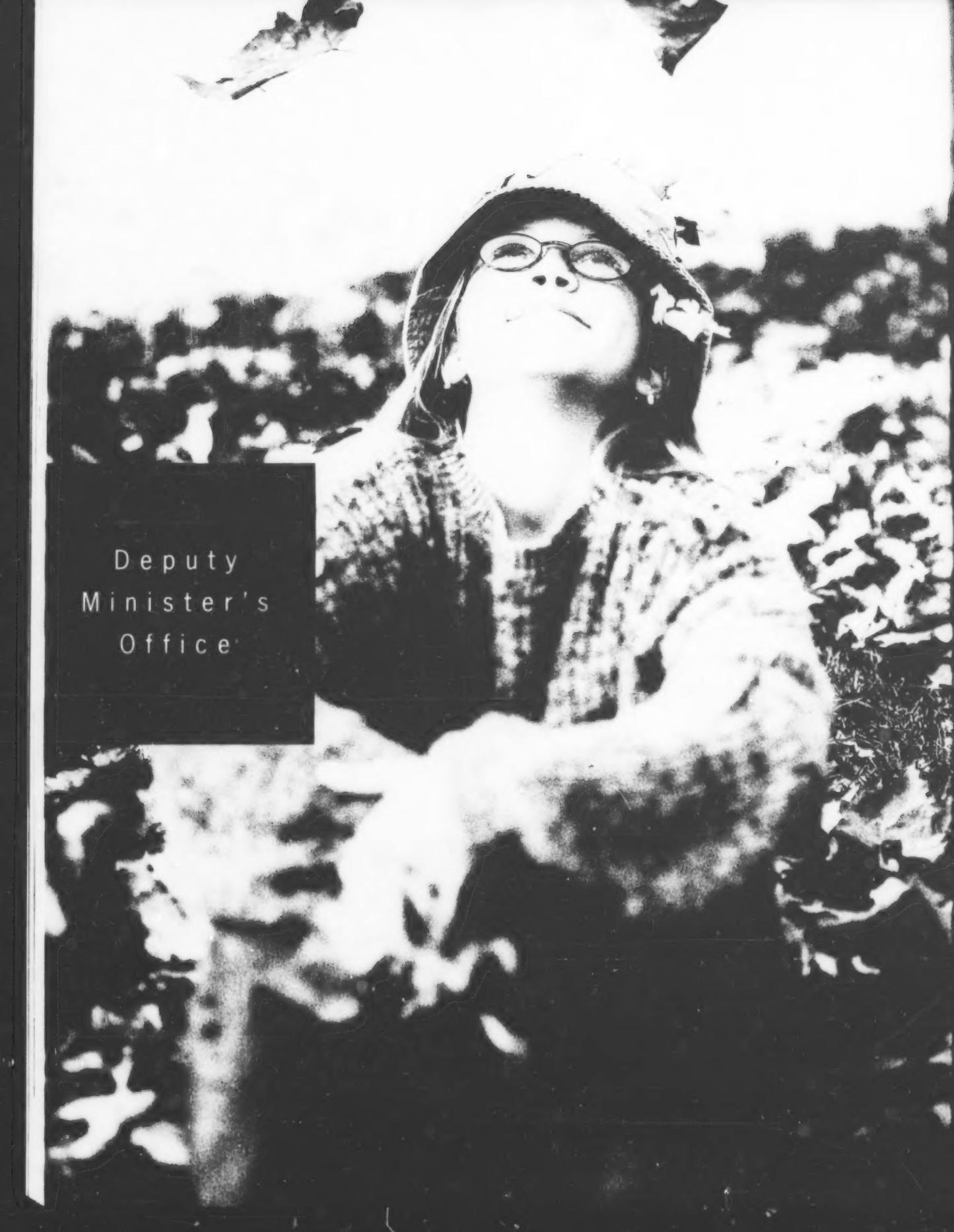
- Developed competencies and curriculum for clinical supervisors and piloted the training.
- Developed Integrated Case Management training that is now available for communities around the province.
- Developed multidisciplinary team training for intact teams.
- Developed training in support of the ministry's Youth Strategy, including substance misuse and suicide prevention.
- Made available a range of training to staff, particularly to Joint Occupational Health and Safety Committee members, to support the ministry's commitment to the government-wide focus on Occupational Safety and Health.
- Provided training to support the conversion from "green screens" to personal computers and the transition to a single ministry e-mail/communication system. This is on target for completion by the end of fiscal 2000/2001.
- Completed partnership training for families, service providers and staff providing childcare to children with special needs.
- Developed autism training and piloted it in communities throughout British Columbia.
- Completed training to support the implementation of the *Adult Guardianship Act*.
- Increased the number of staff approved to attend employee development opportunities (e.g. degree and certificate programs) from 34 to 95.
- Supported 287 staff in professional development opportunities through attendance at a range of conferences.
- Facilitated 40 training sessions on Aboriginal awareness, attended by 700 staff and service providers.

FUTURE WORK

- Implement mentoring opportunities for professional employees by accessing the expertise of both retired public servants, as well as professionals external to the ministry.
- Draw on all levels of employee expertise by providing opportunities to share field, policy, program and research interests and knowledge through conferences and seminars.
- Increase and broaden opportunities for professional development for all ministry staff.
- Reinforce access to professional development opportunities by ensuring resources are available.

- Institute a Provincial Advisory Committee to assist in ensuring that the priorities for training meet program objectives as well as needs identified by field staff.
- Develop and implement a plan to integrate and provide learning opportunities that are shared by ministry staff and their partners in the community.
- Work towards more job-ready graduates by working more closely with the post secondary institutions to develop programs such as child welfare specialization, allowing the phase out of the pre-employment program for child protection workers.
- Enhance development opportunities for staff in leadership roles.
- Develop and deliver core training for resource, guardianship and community living services employees.
- Complete training to support ministry program priorities by:
  - Completing systems training in support of the transition from green screen to personal computer technology.
  - Developing training to support the needs of administrative and management staff.
  - Providing government mandatory training, particularly in the areas identified in relation to Occupational Health and Safety.
  - Providing training on *Looking After Children*.
  - Providing Foster Care education.
  - Training to support the delegation of new adoption workers.
  - Providing autism training in over 20 communities.
  - Providing training on youth initiatives and youth justice, *Youth Criminal Justice Act* and Contract Reform and Contract Management.

- Continue with a staff development infrastructure which maintains an established level of competency for staff:
  - Special Program Officer Assistant training.
  - Investigative interviewing training.
  - Child physical abuse and neglect (enhanced and specialist) training for child protection workers.
  - Addictions training.
  - Aboriginal awareness training.
  - Clinical supervision training.
  - Integrated Case Management.
  - Completion of Rapid Response and Victory Hill training.
  - Support attendance at identified conferences.
- Continue to develop training to meet competency requirements related to new initiatives, such as Secure Care and Early Intervention Services.
- Deliver up to 25,000 training days for ministry staff and 20,000 training days for non-employees.


Deputy
Minister's
Office

DEPUTY MINISTER'S OFFICE

The Deputy Minister's office directs ministry policy and priorities, ensuring that all ministry activities are in compliance with applicable legislation. A Special Advisor to the Deputy Minister ensures open and timely consultations with stakeholders, including contracted service providers.

HIGHLIGHTS OF ACTIVITIES IN 1999/2000

CONSULTATION

- The Provincial Table meetings took place on July 21, September 28, and November 30 1999.
- Working groups on Budget, Utilization Management, Bill 84 and Youth Framework, Contract Reform, Information Management Revisions, and the Knitting Group (sub-group of the Provincial Table) were established and are working on related issues.
- Worked with Communications to develop stakeholder newsletter, which is distributed on a monthly basis.

SECTOR LABOUR RELATIONS

- Establishment of the Senior Advisory Committee on Labour Relations with representation from unions and the community social services sector.
- Developed new system to ensure wage increases were expeditiously paid.
- Collaborated with the Community Social Services Employers Association (CSSEA), Public Sector Employers Council (PSEC) and Treasury Board to develop a sophisticated model to review labour costs in the sector.

INTEGRATED CASE MANAGEMENT

- Developed competencies for Integrated Case Management (ICM) using focus groups in March and April 1999. Pilots in Prince George and Victoria completed. Curriculum for ICM and draft of *Best Practices Manual* completed and ICM orientation session was held November 2 and 3, 1999, in Vancouver to bring ICM champions (ministry staff and service providers) from across the province together to introduce them to materials and to support the implementation of ICM in their communities.
- Consultation and revisions to *ICM Best Practices Manual* occurred from October to December 1999, with the final version of the manual produced in January 2000.

CHILD HEALTH FOCUS

- Ministry shifted to child health focus and the minister is to appoint Children's Health Officer to demonstrate the need for the clinicians' perspective and health promotion perspective.
- Establishment of a Health Advisory Committee to guide some of the evidence based decision making around children's health.

COMMUNICATIONS

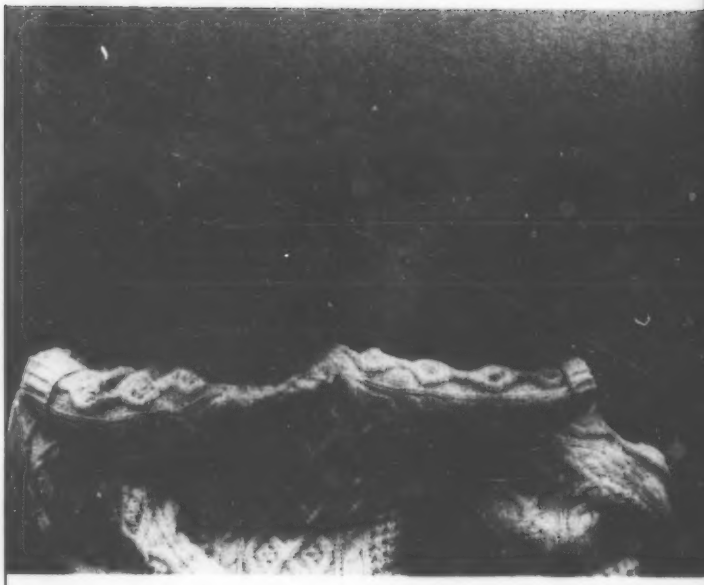
The Communications branch is responsible for providing information about the ministry and its services to the public, media, clients, stakeholders and community partners, and it supports internal communications within the ministry. The branch provides central communications planning and communications project management to the minister, the ministry executive and the ministry as a whole. Primary, day-to-day functions of the branch include:

- Media relations.
- Issues management.
- Communications planning involving research, implementation and evaluation components of major communication strategies.
- Advertising and media-marketing, including public education and awareness campaigns.
- Professional writing services (eg., speeches, news releases, briefing notes, newsletters).
- Development and production/publication of a wide range of communication materials such as brochures, posters, bulletins, handbooks, reports and video presentations.
- Management of the ministry Web site and Internet communication materials.
- Event planning.

HIGHLIGHTS OF ACTIVITIES IN 1999/2000

- Provided public information and communications support for:
  - Youth suicide prevention projects.
  - Youth drug and alcohol treatment programs.
  - Safe housing programs for sexually exploited youth.
  - The child-care emergency repair, replacement and relocation grant program.
  - Various official agreements made throughout the province that allowed for delegation of authority from the province to First Nations people to develop and deliver their own child, family and community services.
  - Changes to the *Child, Family and Community Service Act* that provide high-risk youth additional protection from sexual exploitation.
- Coordinated information packages and events to publicize ministry activities, such as:
  - Foster Family Recognition Month
  - Social Work Week
  - Drug Awareness Week
  - Breastfeeding Week
  - National Child Day
  - Autism Awareness Month

- Produced public information materials, including:
  - Resource guide, *Life-Threatening Food Allergies and Child Care Settings.*
  - Information booklet, *Foster Parenting Makes A Difference in So Many Lives.*
  - Brochure, *The B.C. Foster Care Education Program.*
  - Poster, B.C. Social Workers – Strength, Spirit, Compassion.
  - Tear sheets, *Baby's First Foods* and *Feeding Your Toddler.*
  - Brochures, Vietnamese, Punjabi, Spanish, Hindi language versions of *When You Disagree/The Complaint Process.*
  - Brochure, *Aboriginal Foster Parents/Federation of Aboriginal Foster Parents Association.*
  - Video presentation, SUCCESS/a Chinese language summary of Child Protection Services.
  - Redesigned look and style of ministry Web page.
  - Family Resource Booklet, *Helpful Information on Death and Dying* and *Field Guide to Death and Dying.*
  - Brochure stickers and business cards – Foster Families *After Hours* Support Line.
  - Brochure and poster – Complaints Process.
  - Youth Agreements Fact Sheet.
  - Vision First Check.
  - *Clinicians Suicide Guide.*
- Supported internal communications, to share ministry information among staff and key stakeholders:
  - Developed a monthly staff newsletter, *MCF Connections.*
  - Developed a monthly stakeholder newsletter, *MCF Updater.*



FUTURE WORK

- Develop corporate graphic standards – to clearly identify and position all ministry communication materials and streamline the production process of materials.
- Co-ordinate a province-wide media campaign to raise public awareness about adoptions in B.C.
- Implement and promote the change of the provincial children's support line from the outdated Zenith phone number to the new 310-1234 *Helpline* for children.
- Manage the ministry Internet site to improve distribution of program information.
- Support the launch of a ministry intranet site, to improve internal communications.
- Develop a communication strategy to support ministry organizational health initiatives.
- Continue and expand the production and distribution of staff and stakeholder newsletters.